

## OPERATIONS TECHNICIAN

### Introduction

We are currently adding a seasoned Operations Technician to our team of highly trained professionals. The technician will be part of a dynamic group that supports our client's technology while providing superior customer service.

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP Inc, HP Enterprise, and many others. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear – our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth of \$1 million in 1984 to \$72 million in 2018. Our valued workforce of over 75 highly trained and certified staff create the culture of success within Computer Solutions, having been rated the #1 "Best Companies to Work for in San Antonio" multiple recent years by the San Antonio Business Journal.

### Position Summary

The Operations Technician will be a key element within the Computer Solutions Managed Services support team and is expected to provide a high level of technical and customer service to our customers over the phone and at the client site. The technician applies creative problem-solving techniques to identify the source of problems; as well as keeping the customer aware of every step along the way via our ticketing system, phone calls and one-on-one interactions. An Operations Technician is expected to use initiative and advise our customer on best practices for their environment.

### Responsibilities

- Validate monitoring alerts, create support tickets as required and execute troubleshooting problem remediation.
- Create Active Directory users, OU groups, and understand how to apply NTFS and share level permissions
- Perform routine maintenance tasks (patching, user maintenance and log reviews)
- Perform documented server, network and desktop maintenances
- Perform physical workstation, computer peripheral, server, network device and cabling installation as needed.
- Perform 1st and 2nd level help desk support for workstations, operating systems, Microsoft Office Application Suite and basic end user IT support.
- Performs network and server administration adds, moves and changes
- Outstanding interpersonal, organizational, and problem solving skills complementing a strong, customer service centric approach.
- Prioritize, schedule, and assign tickets to other service groups in accordance with departmental procedures
- Ticket Management Cycle - track and resolve problems from beginning to end using ticket management system
- Accurate, daily documentation of work efforts to ensure proper billing of clients and use of time
- Assist with maintenance of existing systems and internal infrastructure
- Maintain certifications relevant to job role and as required by Microsoft partner requirements.
- Stay current with new technologies and innovations

### Required Skills

- General understanding of networking technology fundamentals, with a preferred emphasis on Cisco Systems technologies
- General understanding of Active Directory, DNS, Email (Microsoft Exchange), DHCP, File/Print, basic application support.
- Ability to perform desktop support and first level server support for the following Microsoft Operating Systems (Windows 7, 8, 10, etc.)
- Understands purpose of routers, switches, firewalls, wireless access points, WAN circuits and VPN technologies



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- Demonstrates basic problem solving abilities and solid verbal communication skills with strong desire for creating a positive Customer Experience.
  - Associates degree in computer science or related field or equivalent work experience, preferred
  - Requires at least 2 years working in a computer technical field

#### Highly Desired Qualifications

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- A+, MCSA: Desktop Support Technician or higher
- Associates Degree or higher

