

**JOB DESCRIPTION**

**JOB TITLE:** IT – Technical Support Specialist II

**JOB CODE:** ITST-N

**Exempt:** No

**Supervisor:**

**Employee Name:**

**SUMMARY:** Under the supervision of the Director of IT for the Roman Catholic Diocese of Syracuse, the Technology Support Technician provides Monitoring, Maintenance, Optimization, and Tier 2 technical support at assigned location(s).

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Includes the following. Other duties may be assigned.

- Provides efficient and effective technical support.
- Provides installation, configuration and support for core infrastructure (wired/wireless).
- Troubleshoots complex problems requiring specialized expertise and uses specialized tools to diagnose and repair computer, network, server and peripheral systems.
- Maintains accurate records of system problems and their resolutions.
- Assesses infrastructure related technology needs of the assigned location(s) and makes appropriate recommendations to the IT Director.
- Assists with the inventory records of parish and school technology-related equipment and software.
- Provides both reactive and proactive (scheduled maintenance) of technology services.
- Monitors, tracks and responds effectively to technical escalated support requests in cooperation with 3<sup>rd</sup> party helpdesk.
- Travels to assigned locations.
- Performs any other duties as assigned by Director of IT

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with qualified disabilities under the Americans with Disabilities Act to perform the essential functions of this position.

**EDUCATION AND/OR EXPERIENCE:** Must possess an Associate’s degree in computer science or related field and experience in computer and network support or any combination of education and experience that would provide the noted knowledge, skills, and, abilities. Extensive related experience or industry certification in the field may substitute for a college degree.

**OTHER SKILLS AND ABILITIES:** Must possess expertise in recent versions of Windows OS and Mac OS, Microsoft Server 2012/2016, Active Directory Tools, Group Policy, Proficiency with command line based switching and routing environments, proficient with wireless networking, security. Familiarity with Cisco and Open source Voice over IP telephony, and Google Apps. Must possess excellent communication, customer service and technical professional skills. Must possess a valid New York State driver’s license and operational, NYS inspected vehicle.

**Approved:** \_\_\_\_\_  
Employee Date

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Supervisor Date