



**Title:** Tier 2 Help Desk Specialist  
**Reports to:** Help Desk Supervisor/Director of Managed Services  
**Company:** Focus Data Solutions  
**Location:** Alexandria, VA  
**Date of Preparation:** June 2017

**Position Summary:**

A Tier 2 Help Desk Specialist works **remotely** and **on site** to troubleshoot, diagnose and resolve managed services client hardware and software issues. The goal is to minimize end user downtime, increase productivity and provide a world class client experience. The candidate must be a proactive problem-solver who can multi-task and implement solutions quickly and effectively. Impeccable telephone and customer services skills are required.

**Technical Responsibilities:**

- Provide phone, remote and on-site technical support to clients
- Troubleshoot hardware issues, conduct problem analysis, manage hardware/software configuration and installation, troubleshoot communications devices and peripheral equipment
- Troubleshoot and remediate malware, Trojans, security vulnerabilities, and network connectivity issues.
- Evaluate, prioritize, and solve tickets and/or escalate tickets to the appropriate tier support.
- Update service tickets in real-time, collaborating with the full team, while maintaining ownership of issues throughout the life span of each support issue to ensure client satisfaction
- Provide troubleshooting guidance and research documentation to increase first level resolution of client request
- Participate in continued professional development, workshops, seminars and other events as needed.

**Client Service/Team Member Responsibilities:**

- Maintain a positive attitude and professional manner when interacting with customers, colleagues and managers.
- Bring reoccurring user issues to management's attention
- Acquire and maintain a high level of knowledge on relevant products, support policies and methods of delivery.
- Follow established support policies, procedures and standard operations procedures (SOPs)
- Document all interactions and work flow in ticketing system, complete necessary forms and distribute or electronically file forms accurately and in a timely manner.
- Complete tasks on schedule and detail progress with client, supervisor and Client Services Department.
- Maintain company's good relationship with client base

**Qualifications:**

- Current/Legacy versions of Windows
- Current/Legacy versions of Microsoft Server
- Office Productivity Suites
- Print Queue Management
- Server & Workstation Setups
- Exchange, Office365
- Network user issues
- Email System Troubleshooting
- DNS, DHCP, TCP/IP
- Server Maintenance Tasks

**Requirements:**

- Bachelor's degree or equivalent experience
- Three + years of professional experience in a technical support position
- Satisfactory completion of background check
- Proven customer service, telephone and communication skills
- Availability during standard office hours: 8:30am – 5:30pm, Monday – Friday
- Reliable transportation for travel to client sites in greater DC metro region
- Availability for on-call assignments with some night and weekend work as needed
- Outstanding customer service, technical savvy, flexibility, ability to work alone, self-motivated, and ability to discuss technical issues with clients not normally familiar with technical matters
- Certifications are a plus

*The above position description is not intended to be an all-inclusive list of duties and standards of this position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor or company leadership*

Founded in 2001, Focus Data Solutions provides technology services to a wide array of clients in the Northern Virginia and the DC Metro area. We specialize in managed services, which encompasses 24/7 monitoring, preventative maintenance, security services and backup and disaster recovery. We also offer network relocation services, web and email hosting and VCIO level consulting.

