Title: Project Configuration Specialist	**Reports to:** Senior Project Manager/Senior IT Solutions Manager/CIO
Company: Focus Data Solutions **Location:** Alexandria, VA	**Date of Preparation:** April 2023

Position Summary:

The Project Configuration Specialist assists with product and equipment deployment following Focus Data Solutions prescribed process and procedures. This person will check-in client and internal equipment, perform equipment burn in tasks as assigned, conduct quality assurance tests, and coordinate product returns. This team member will also prepare and schedule all equipment disposals.

Basic Functions:
- Receive incoming products and ship outgoing products
- Verify and keep records on incoming and outgoing shipments
- Utilize ConnectWise and company processes to record products received
- Stock products in designated location and release to IT team as authorized
- Coordinate parts replacements, facilitate repairs
- Assist remote Tier 1 and Tier 2 IT Solutions Specialists with equipment access as required
- Perform computer burn-ins, tech refresh and software upgrades
- Configure and prepare all client equipment for deployment (Workstations, Firewalls, Switches, Servers, WAPs, etc.)
- Complete all assigned project tickets as scheduled
- Set up and Driver Installation
- Perform both Windows/Mac hardware/software installation, network connection configuration and data transfer/back up
- Validate, remove and update machines in the RMM system
- Wipe existing client computers to prepare for new users
- Communicate with clients to determine setup and application requirements
- Maintain accuracy and set up of client equipment instructions, checklists and SOPs
- Update and maintain client information storage system

Additional Duties and Responsibilities:
- Document internal processes and procedures related to duties and responsibilities
- Keep ticketing system up to date with time entries and all client interactions
- Improve equipment SOPs in coordination with the Senior Project Manager and Senior IT Solutions Manager
- Track client hardware inventory to ensure old and new equipment are properly accounted for
- Provide updates to team detailing the status of equipment burn ins and the location of client and FDS equipment
- Achieve stated Service Level Agreements (SLAs) and delivery goals as assigned

Knowledge, Skills, and/or Abilities Required:
- Proficient with general office applications
- Process driven and attention to detail with skills needed to perform quality assurance checks
- Strong organizational and customer service skills
- Skill in preparing written communications and materials
- Interpersonal skills: telephony skills, communication skills, active listening, and customer care
- Ability to multi-task and adapt to changes quickly

Educational, Vocational, Previous Experience Recommendations:
- Bachelor's Degree or equivalent experience
- 1-2 years of help desk or IT experience in a business applications environment
- Satisfactory completion of background check
- Availability during standard office hours: 8:30am – 5:30pm, Monday – Friday
- Must be available for periodic on-call assignments with night and weekend work as needed
- Certifications are a plus
- Full time in office work required

This position description is not intended to be an all-inclusive list of duties and standards. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor or company leadership.
Only local candidates need apply.