Title: IT Solutions Specialist - Tier 2	**Reports to:** IT Supervisor/Sr. Manager IT Solutions	
Company: Focus Data Solutions	**Location:** Alexandria, VA	**Date of Preparation:** April 2023

An IT Solutions Specialist Tier 2 works in the office, remotely and on site to troubleshoot, diagnose and resolve 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 efficiently.

Basic Functions:
- Provide phone/remote/on-site technical support including Microsoft and Mac applications/operating systems.
- Troubleshoot hardware issues, conduct problem analysis, manage hardware/software configuration and installation, troubleshoot communications devices and peripheral equipment.
- Support services for Microsoft related technologies: Windows Server, Office 365, SQL, SharePoint, etc.
- Support services for virtualization technologies: VMware and Microsoft
- Remote access solutions support: VPN, Terminal Services
- Troubleshoot and remediate malware, Trojans, security vulnerabilities, and network connectively issues.
- Provide troubleshooting guidance and research documentation to increase first level resolution of client request.
- Prepare standard operating procedures (SOPs) for IT Solutions Team as required or needed.

Additional Duties and Responsibilities:
- Ability to work in a team and communicate effectively.
- Work with IT Solutions Supervisor to ensure requests are routed to the proper resources.
- Escalate service requests that require Tier III support or that cannot be completed within agreed service levels.
- Bring reoccurring user issues to management's attention.
- Responsible for entering all work, time, and expenses as a service ticket in Connectwise as it occurs.
- Work through project tickets and phases as assigned by the IT Solutions Supervisor/Senior Manager of Projects
- Maintain a positive attitude and professional manner when interacting with clients, colleagues, and managers.
- Acquire and maintain a high level of knowledge on products, support policies and methods of delivery.
- Follow established support policies, procedures, and standard operations procedures (SOPs)

Knowledge, Skills and/or Abilities Required
- Interpersonal skills: telephony skills, impeccable communication skills, active listening, and superior client-care
- Technical awareness: ability to both diagnose and match resources to technical issues appropriately.
- Service awareness of all key services for which support is being provided.
- Understanding of support tools, techniques and how technology is used to provide services.
- Self-motivated with the ability to work in a fast-moving environment.

- Microsoft Windows and Apple Mac OS Systems
- Server/Domain Setup/Management Experience
- Firewall Setup and Management Experience
- Browser Applications
- Office Productivity Suites
- Print Systems Design and Management
- Computer setup and configuration

- Business Network Design and Implementation
- Email Systems Management
- Proven Network Troubleshooting Techniques
- DNS, DHCP, TCP/IP
- Backup and Disaster Recover experience, Security, Antivirus, Antimalware Solutions
- Issue Tracking Systems

Requirements:
- Bachelor's degree or equivalent experience
- Three + years of professional experience in a technical support position
- Satisfactory completion of background check
- Availability during standard office hours: 8:30am – 5:30pm, Monday – Friday
- Reliable transportation for travel to client sites in greater DC metro region
- Ability to travel out of the DC Metro area for work as needed.
- Availability for on-call assignments with night and weekend work as needed.
- 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. Only local candidates need apply. Proof of COVID vaccination required.