

MBT JOB DESCRIPTION

POSITION: Systems Technician
SUPERVISOR: Service Manager

CLASSIFICATION: Non-exempt
Revised On: June 2021

POSITION SUMMARY:

The Systems Technician works to support IT systems at the company's customer sites and at the company's data center(s) or internal office facilities. Systems Technician will be expected to provide quality support for MBT's clients by performing the duties listed below. Responsibilities include assist in the installation, maintenance, integration and support of all personal computer hardware, software and networks within the company and client environments, to meet the technology needs of each respective organization. This is an entry level position.

DUTIES:

- Act as a customer facing resource for MBT, Performing all duties in a professional manner. This includes having a welcoming personality encouraging end users to feel welcome to share their IT issues.
- Provide IT support services to company's clients, including documentation, coordination and implementation of hands-on technical support services.
- Provide on-call support for information systems on a rotation determined by the Manager, as required.
- Troubleshoot workstations, laptops, printers, client equipment and line of business software applications working toward issue resolution.
- Assist with the daily operation of the systems and networked applications ensuring that all systems are operating at proper levels.
- Perform work using methods consistent with industry standards best practices.
- Coordinated escalation of support tickets to higher tier support as needed.
- Maintain systems in close coordination with Managers and management staff.
- Provide remote support via phone and other remote tools.
- Communicate regularly with Manager and other technical staff to perform job duties.
- Act as a member of the IT team to support services provided by the operations group.

GUIDELINES FOR QUALIFICATIONS:

- Associate's or Bachelor's degree in computer science or a related field.
- Entry level certifications in relevant specialties.
- Other factors deemed relevant and appropriate to job requirements will be considered.