DIGITAL WEST

Position Profile

Job Title: Computer Support Specialist

Effective Date: 12.01.15

Organizational Structure
Reports To: NOC (Network Operations Center) Supervisor

Overview

This position is responsible for the safety, security and functionality of the data center and other areas of the building. Often, personnel are also the "first face" that a customer comes into contact with when they need support. Therefore, a friendly, courteous, helpful disposition is essential. The most important abilities of a Technician are computer technical knowledge and the ability to increase it on one's own, patience with those who are less technically savvy, troubleshooting, pattern recognition, and discernment. The most important characteristics of this employee are reliability, dependability, and the willingness to go above and beyond the call of duty in assisting customers.

Scope of Services

- ❖ **Main responsibility 1: Safety**
  - Ensure safety of data center environment and occupants
  - Ensure that all emergency systems (i.e. Fire Suppression, Security, and Telephone Communications) are functioning as expected

- ❖ **Main responsibility 2: Security**
  - Ensure physical security of data center, building, and occupants
  - Prevent entry to building and data center of any unauthorized persons
  - Check Identification and issue pass token to approved visitors

- ❖ **Main responsibility 3: Environment**
  - Ensure that power and HVAC always function properly, including emergency backup systems
  - Keep data center and racks clean

- ❖ **Main responsibility 4: Customer Assistance**
  - Answer support-related phone calls
  - Respond to Trouble Tickets in a timely fashion
  - Escalate Tickets or Alerts beyond skill level to appropriate personnel
  - Assist Engineering department with hardware maintenance, testing, and preparation
  - Provision and de-provision services for customers
  - Other special project assignments as time allows

- ❖ **Main responsibility 5: Billing**
  - Ensure that all Moves/Adds/Changes/Deletes are handled properly
  - Assist Finance department with service audits

  Position Statistics
  - Attendance and Punctuality
  - Daily and weekly checklists are performed and reports submitted on-time
  - Trouble ticket response times remain low
  - Trouble tickets are handled expediently

- Internal documentation remains current and accurate

Position Requirements
- High-School Diploma or equivalent
- Able to pass a drug check and background investigation
- Able to read, comprehend, and follow documentation written in English
- Able to speak, type, and hand-write English clearly with proper grammar, punctuation, and spelling
- Able to work rotating shifts including graveyard or swing, including holidays, on a regular basis
- Have your own transportation enabling you to get to and from work on time for whichever shifts you are assigned
- Able to lift 50 lbs safely over your head
- Able to sit and stand for long periods of time
- Able to type at a keyboard, use a mouse, stare at a computer monitor for long periods of time without causing or exacerbating any injury or medical condition
- Able to squeeze a hand-tool for 20+ repetitions without causing or exacerbating any injury or medical condition
- Able to safely climb a 12-foot ladder and reach at arm's length without losing balance
- Able to solve simple puzzles and arithmetic problems
- Able to create a checklist and follow it in order of arrangement without losing track of completed tasks
- Familiarity with basic Internet usage including (but not limited to) Internet browsing, email, and search engines
- Familiarity with Microsoft Office applications such as Word and Excel
- Comp TIA, Network+, A+ certifications or equivalent experience, or pursuit of any of the aforementioned certifications
- Familiarity with web site hosting, databases, programming, etc is a PLUS
- Familiarity with additional Operating Systems (Linux, Mac OS, Android, iOS) a PLUS