

**Position:** Office Technology Specialist Level II

**Location:** cyberM·I·N·D·, Kalamazoo, MI

**Date Available:** Immediately

**Tax Term:** Full Time

**Overview:**

cyberM·I·N·D· is a leading provider of Office Technology and Internet Technology solutions for small and medium sized businesses and residents nationwide. We are seeking a seasoned support technician responsible for installing, upgrading, and maintaining software and hardware at customer locations.

**Essential Functions:**

- Administer all aspects of the desktop, server and network computing environment for customer's users both on-site as well as remote.
- Assist in the development of procedures and policies that define acceptable and effective use of the desktop, server and network environment.
- Troubleshoot issues that arise with the desktop, server and network environment and develop solutions or workarounds to those issues.
- Assist in the development of desktop security measures that provide automated compliance with company policies.
- Maintain relations between the customer and the organization on all support matters. Determines and recommends which products or services best fit the customers' needs. Identifies areas for product improvement or needs for new products and prepares specifications accordingly.
- Responsible for providing customers with resolutions based on established processes and procedures and/or company policies. This position is faced with various technical challenges and requires a high degree of problem solving skills.
- Strong analytical and troubleshooting skills as well as basic expertise in project management required.
- Ability to effectively bring multiple simultaneous assignments to satisfactory conclusion according to defined parameters.

**Duties include:**

- Respond to incoming customer calls, analyze events and information, diagnose cause of problem, resolve the technical problem and advise the customer.

- Providing proactive technical support including maintaining network wide backups, software patches and antivirus signatures.
- Documenting and log all pertinent call information (customer info, nature of problem, solution, etc) via trouble ticket software.
- Be up to date with all systems and tools used in diagnosing and correcting customer IT problems.
- Be up to date with the customer computer environment (hardware, software & supported applications). Follow up on unresolved customer issues.
- Provide customers with information on overall computer environment status (outages, system performance issues, changes).
- Planning of technology enhancements and improvements for customers for hardware and software needs from quotes to implementation.
- Communicate project and trouble ticket status regularly with customer and fellow co-workers.

### **Essential Knowledge:**

- Proficiency in the setup and installation of Windows 2000/XP/Vista/7 Professional required
- Proficiency in the setup and installation of Microsoft Office applications
- Linux server/workstation support experience is desirable
- Virtualization support experience is desirable
- Experience with Windows 2000/XP/Vista/7 Professional security and Group Policy is desirable.
- Knowledge of current technological developments/trends in area of expertise is desirable.
- Knowledge of computer site licensing regulations and requirements is desirable.
- Demonstrated ability to handle multiple projects and assignments with attention to detail.
- Ability to prioritize and meet deadlines consistently is required.
- Problem-solving skills to reflect level of responsibility.
- Must maintain and secure sensitive/confidential information.
- Technical knowledge coupled with effective oral communication skills are a must.

**Contact Information:** Please e-mail your resume to [jobs@cybermind.biz](mailto:jobs@cybermind.biz) with the subject of Office Technology Specialist Level II.