

Expedient Technology Solutions, LLC

Job Description – End User Support Specialist

Position Description

Expedient Technology Solutions (ETS) is a rapidly growing managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service by fostering a culture of continued growth, honesty, and WOW through service.

We are seeking an **End User Support Specialist** within the Helpdesk Department. This position is intended to be a strategic partner with the Helpdesk team. As you pursue your career goals within the organization, we are committed to help guide you along the journey with experience, development opportunities, and certifications.

Responsibilities

- Work assigned client tickets that can be resolved in-house in a detailed and efficient manner. This is done by over-the-phone assistance, logging into client machines remotely, and traveling onsite.
- Perform account terminations, application support/vendor liaison, active directory, and file permission changes.
- Work on computer performance issues and email configuration/changes.
- Handle minor firewall changes and network connectivity troubleshooting.
- Document and record time for all actions taken when working or resolving customer issues in the RMM system.
- Triage incoming service tickets following the ETS process guidelines.
- Assist in creating documentation and procedures as you see the need.
- Be proactive in seeking additional duties and responsibilities.
- Participate in the on-call rotation.

Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Balance responsibilities to ensure efficiency.
- Think about the best ways to organize your work to drive efficiency and deliver high-quality and responsive support to our clients.
- Collaborate with team members on projects and issues. Provide and receive training as necessary.

Expectations & Professional Growth

- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Work scheduled hours Monday through Friday between 8:00 AM and 5:00 PM, with possible after-hours support.
- It is expected you will continue to grow as a team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.

Desired Educational, Training Requirements, & Length of Experience

- It is desired that you have a minimum of an associate degree in a related technical field, but not required.
- There are company-specified certifications you must achieve to be in this position.
- Having one year of experience in a related technical role is required.
- This position requires completing process and technical training during your first 30 days.
 - These requirements involve shadowing team members, client communication expectations, and specific technical skills/knowledge. This will be outlined in your onboarding schedule.
 - Technical skills and knowledge involve but are not limited to, active directory, email configuration, OS troubleshooting, software installation/troubleshooting, and basic networking.

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What is in it for you?

We offer a competitive total rewards program that includes:

- A management team that cares about you and your career growth
- Competitive Health Insurance package
- Dental & Vision insurance
- PTO and flexible work schedule
- Retirement plan (401K) with company match
- Company paid certification exams, training material, and online training tools

Purpose Statement and Core Values

Purpose Statement - Reshape the experience for clients and team members.

Core Values

- *Continued Growth*: ETS places a strong focus on each team member continually growing both professionally and personally.
- *Honest Communication*: ETS places a strong focus on consistent and honest communication between all team members and clients.
- *Deliver “Wow” through Service*: ETS provides Stress Free IT managed services, which promises an experience that goes above and beyond our clients’ expectations.
- *Honor your commitments*: ETS team members are expected to honor their commitments to our clients and company.
- *Respect and Serve Others*: ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.
- *Innovation*: ETS places a strong focus on continuously improving how we think, work, and deliver solutions by embracing creativity, new technologies, and better ways to serve our clients and team members.