

## JOB DESCRIPTION

<b>Title:</b> Technical Support Specialist	<b>FLSA Status:</b> Full-time, Non-Exempt
<b>Reports To:</b> Operations Manager	<b>Co-Supervises:</b> Technicians

### SUMMARY

Responsible for providing Technical Support to MCFS Customers which will meet and exceed their expectations. MCFS's Technical Support Specialist; with help from the Operations Manager, establish and maintain testing for all elements of R2, ISO14001, OHSAS 18001, and operational procedures within MCFS.

### PRIMARY RESPONSIBILITIES

1. Provide technical support for customers.
  - (a) Respond to incoming technical support calls, faxes, and emails.
    - Attempt to solve problems over calls, faxes, and emails.
    - Complete log of schools, contact information, system problems and status of issue and resolution
  - (b) Identify repair issues, Troubleshoot returned product.
    - Ship replacement parts as appropriate, or arrange for incoming computers and perform repairs
  - (c) Generate weekly tech support report from log to Operations Manager
  - (d) Update Tickets to database to keep an ongoing log.
  - (e) Weigh and log, in mass balance shipping log, all outbound equipment used for technical support.
  
2. Maintain the MCFS Computer Image.
  - (a) Work with Micorsoft Windows installations
    - Keep updates current
  - (b) Download current versions of the software provided on the image.
  - (c) Download device drivers as needed.
  
3. Assist Production as needed.
  - (a) Perform equipment check and sign-offs for Technician.
    - Ensure computer systems are built to program specifications.
    - Check that all drivers are installed and devices are working properly.

- Run tests for full functions.
  - Check cleanliness of systems and ensure all parts are securely attached.
- (b) Assist the technicians, as needed, to find parts, make the systems operational, etc.
- (c) When needed help with Burn-in duties.
- Check to make sure all computer components are functioning and have passed all tests using Burn-In Pro software.
  - Perform final inspection of product for cleanliness and general appearance.
  - Perform final sign-off in Burn-in area
  - Assign program number and complete paperwork with COA (Certificate of Authenticity).
  - Move completed equipment to packing area.
- (d) Oversee the packaging and weighing of material leaving the building.
4. Assist with internal systemwide issues.
- (a) Internal tech support for MCFS staff equipment
- (b) Manage MCFS network system

## **SECONDARY RESPONSIBILITIES**

1. Manage miscellaneous projects and completes various tasks as needed by management.

## **JOB SPECIFICATIONS**

### **Desired Education and Experience**

- BS in Information Technology preferred
- A+ Certification (Microsoft) preferred
- 1+ years Technical Support Experience
- 2+ years experience with PCs and laptops
- 1+ years experience with Microsoft OS
- Some warehouse or production type experience preferred

## **Knowledge, Skills and Abilities**

- Strong computer skills to include Windows OS and Microsoft Office applications.
- Able to troubleshoot computer systems, develop and update website, and understand the recycling process.
- Strong verbal and written communication skills, customer service and interpersonal skills to effectively work with a variety of people and personalities.
- Candidate should be a self-starter and have the ability to plan, prioritize, problem solve, make decisions and manage his or her workload.
- Ability to work independently and establish and maintain work goals, objectives and standards.
- Advise supervisors and coworkers of developments that impact job duties, ensuring proper, timely communication.
- Ability to inspect, examine and observe product or equipment defects. Possess basic mathematical aptitude.
- Possess strong organization skills, detail-orientation, ability to multi-task and follow through.
- Understand confidential nature of organization information and maintains confidences.

## **PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB**

- Hear and speak in order to communicate with people inside and outside the organization
- Manual dexterity and fine motor skills for working on computers and operating equipment
- Regularly lift computers, monitors, printers, and other miscellaneous computer equipment weighing up to 50 lbs. independently or with assistance
- Stand and walk in warehouse environment for majority of 8-hour day.
- Visual acuity required for reading small print and numbers on equipment, working small computer components, performing computer data entry, inspecting and working on equipment, etc.

## **TOOLS AND EQUIPMENT USED**

Incumbent must be able to:

- use telephone, calculator, computers, and other office equipment.
- work on personal computers
- use a wide variety of hand tools including: screw drivers, electric screw driver, drill, hammer, small computer tools, etc.

**WORK ENVIRONMENT**

Perform all duties within job requirements at our warehouse in Minneapolis. Incumbent would be working with up to 10 technicians in different capacities.

Primarily work in an indoor warehouse setting; able to work in a dusty, noisy environment with no air conditioning. Periodically exposed to outdoor environment and must be able to withstand Minnesota hot and cold weather conditions.

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Employee Signature

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Revision Date

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Supervisor Signature

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Date