



JOB DESCRIPTION

- I. **JOB TITLE:** Technical Support Specialist
DIVISION: Information Technology
DEPARTMENT: Technical Support
GRADE: E4

II. **JOB SUMMARY:**

- A. The Technical Support Specialist provides support for the server hardware, operating systems, and application software on all production operating systems and the corporate voice and data networks. They are also responsible for installing new software releases, system upgrades, evaluates and installing patches and resolving software related problems. They support several application systems, making recommendations for system improvements, and solving complex system performance problems. They are responsible for ensuring good backups are performed and recovering data as necessary. The Technical Support Specialist must demonstrate an understanding of telephony administration, wiring and telephony networks, data networks, detailed server administration, detailed workstation administration, Internet services, Intranet services, computer center based data management, licensing, and logistical support. They must have the ability to effectively communicate with all levels of the organization, including executive positions.
- B. The Technical Support Specialist reports directly to the Manager of Information Technology.
- C. There are no direct reports to this position
- D. The Technical Support Specialist interfaces with the following key departments and outside sources:

Interface Contact

- | | |
|-----------------------|---|
| • IS staff | Platform and related IS issues |
| • Department Managers | Project evaluation and planning |
| • End-User Community | Assists with problem resolution |
| • Vendors | Evaluate products and coordinate maintenance issues |

III. **ESSENTIAL JOB FUNCTIONS:**

The Technical Support Specialist is accountable for:

- A. Working closely with the other areas within IS to support each others projects
- B. Adhering to and supporting IS practices, procedures and policies;
- C. Adhering to the Company's policies and procedures, including the EEO guidelines and safety at all times;
- D. Acquire and maintain a solid working knowledge of the general business environment in which they company operates
- E. Daily Support;
- 1) Effectively respond to trouble tickets / work orders.
 - 2) System Support including installing, configuring, administering, and developing management procedures. A periodic review of systems is required to ensure optimal performance, data integrity, network security and to determine actions for improving overall data center functionality.
 - 3) Responsible for managing application security for all applications and the building security codes.
 - 4) Responsible for reviewing security logs and backup performance logs
 - 5) Creates documentation for the maintenance and support of new systems
- F. Maintenance:
- 1) Performance
 - 2) Monitoring
 - 3) Tuning
 - 4) Disk utilization management
 - 5) Hardware repair and preventative measures
 - 6) Documentation
- G. Projects: project work is prioritized and assigned by the Technical Support Manager;
- H. Assisting the Technical Support Manager in developing effective procedures for finding and resolving problems with equipment support;
- I. Effectively work in a team environment;
- J. Effective communication skills;
- K. Ensuring the security of the company's facilities against any and all unsolicited and unauthorized access;
- L. Performing any miscellaneous departmental duties as assigned;
- M. Must meet physical demands outlined in this job description;

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IV. JOB REQUIREMENTS:

A. Education and Experience

- Bachelors Degree - Preferred
- Associate Degree – Required
- 3 years prior experience in an Information Technology technical support position – Required
- At least one of following – Required
MCP, MSCE, A+, Net+ or other industry recognized certifications

B. Skills Required

- Strong Microsoft OS, application software, PC/workstation and network skills
- Ability to work effectively as a team member
- Manage own time towards the accomplishment of defined goals.
- Work complex projects through to completion with little or no supervision.
- Effectively prioritize when faced with several tasks of similar importance.
- Be productive and cooperative in the support of team goals.
- Capable of writing in-depth project proposals/summaries and technical documentation.
- Evidence of problem solving ability
- Careful attention to detail
- Be able to translate (in both directions) between highly technical material and non-technical people
- Functional written communications (memos, letters, documentation, etc.)
- Ability to present self positively to the public
- Working familiarity with technologies employed by Buckeye properties.
- General understanding of business practices
- Present professional business office demeanor through verbals and non-verbals
- Demonstrate positive attitude under pressure to co-workers and other contacts

C. Other Requirements

- Valid Driver's license
- Maintain acceptable driving record at all times
- Acceptable legal history record
- Acceptable credit check
- Sign IS Confidentiality statement: which maintains the employee does not disclose confidential information acquired in the course of work except when authorized and/or unless legally obligated to do so.
- Pass drug test.
- Pass a standard credit check.

V. PHYSICAL DEMANDS:

Walking, kneeling, standing, stooping, crawling, climbing, sitting, driving, hearing, talking, vision, use of hands and lifting (up to 50 pounds).

VI. WORKING CONDITIONS:

- A. The Technical Support Specialist is an exempt, full-time position.
- B. The regular schedule IS 8 to 5 Monday thru Friday.
- C. Overtime requirements: Nights, weekend and holiday hours as needed
- D. The Technical Support Specialist reports to the Technical Support area located at 5566 Southwyck Blvd. with required driving to other locations that include (but not limited to) Angola Road, Metro Fiber, Erie County CableSystem, and the Toledo area satellite offices. Mileage is paid at the prevailing company rate.
- E. The Technical Support Specialist works in an automated business office environment with business office equipment including telephones, personal computers, typewriters, copiers, and FAX equipment.
- F. The Technical Support Specialist will be subject to periodic records check, and will be required to give written approval upon request.
- G. This position is subject to change as the needs of the Company change.

VII. CONFIDENTIALITY:

Company resources and information are provided to employees to facilitate work. They may not be used for purposes other than work without proper authorization. Any unauthorized use of information gained via any company resource is breach of confidentiality and is strictly prohibited. Any unauthorized use of company resources and/or breaches of confidentiality may be cause for termination of employment.

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The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

I am in receipt of a copy of this job description. I understand my supervisor's explanation of what is expected of me in this position and of each of my questions regarding my job responsibilities. By signing this document, I agree to work towards the successful achievement of the above tasks. I will report significant changes to my supervisor for review and possible inclusion.

Employee Signature

Date

Candidate Consideration Form

In order to be considered for any position posted, this completed form must be received with your updated resume by the posting deadline. In order to make sure your information is received by the deadline, we recommend you deliver all forms in person to Human Resources.

The following is a list of job requirements. Please note for **each** item how you meet that requirement. *If you do not meet every requirement or if you fail to complete any item, we cannot consider you for this position.

Educational/Experience Requirements:	*How I Meet This Requirement
Bachelors Degree - Preferred Associate Degree – Required	
3 years prior experience in an Information Technology technical support position – Required	
At least one of following – Required MCP, MSCE, A+, Net+ or other industry recognized certifications	
Other Requirements	*How I Meet This Requirement
Strong Microsoft OS, application software, PC/workstation and network skills, Ability to work effectively as a team member, Capable of writing in-depth project proposals/summaries and technical documentation. Evidence of problem solving ability and Be able to translate (in both directions) between highly technical material and non-technical people.	
Punctuality and good attendance and a acceptable driving record	

Do you have any relatives currently employed at Buckeye Companies (e.g. cousin, in-laws, nieces, etc.)? If so, please list name and relationship.

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- **I have completed my introductory period and am eligible to apply for transfers or promotions from within my department.**
 Yes No
 - **I have completed one year of employment in my current position and am eligible to apply for transfers or promotions outside of my dept.**
 Yes No
 - **I have not had any disciplinary actions within the last 12 months.**
 Yes No

Position Title: IT-Technical Support Specialist

Ad Deadline: Friday, March 18, 2011 at noon

Employee Name (print): _____ Supervisor Name: _____

If there is a position you are interested in, consider completing a Career Development Form available on the H.R. website at <http://buckinet/hr> or contact Patty (ext.7646) in Human Resources.

For H.R. Use Only: Received by: _____ Date: _____
 Candidate's Supervisor: _____
 Hired Date: _____ Current Rate of Pay: _____