

Job Title: TECHNICAL SUPPORT SPECIALIST

Summary The Technical Support Specialist's role is an essential part ONS IT team operations so that end users can accomplish daily tasks. This includes receiving, prioritizing, documenting and resolving end user helpdesk requests. A Technical Support Specialist helps people by phone, chat, in person, etc. The TSS will conduct day-to-day problem solving and maintenance of ONS devices, Physician owned devices and infrastructure. The TSS will have the opportunity to build, deploy and support more advanced infrastructure.

Essential Duties and Responsibilities include but are not limited to the following. Other duties may be assigned.

- Actively monitor and manage requests for technical support
- Provide accurate detailed work notes into service desk to insure other staff are aware of where work is left off and status updates can be provided on your behalf at any time
- Provide white glove support to our Physicians and clinical staff
- Provide competent, service-oriented support and resolve problems to end user satisfaction
- Identifies, researches, and resolves technical problems.
- Perform administrative tasks and document internal procedures
- Work with IT staff and Management to ensure user-friendly solutions and services are delivered
- Configure and deploy IT equipment and devices and manage inventory tracking
- Research problems and identifies trends in support requests.
- Facilitate video conferencing sessions.
- Escalate tickets to appropriate staff/Manager as needed
- Outstanding communication with IT team and end-users
- Assist with onboarding and off boarding users
- Instructs employees in use of equipment, software, and devices
- Responsible for deploying approved software configurations and updates, hardware maintenance, and troubleshooting
- Experience with troubleshooting and tracing network cables. Jack/patch Termination experience
- Helps in creating documentation for new deployments or IT initiatives.

- Maintains backup systems. Insuring backups are current as well as off-site replication and virtual standbys. Assessing and addressing issues with backups.
- Travel between current and future ONS locations. Current locations are Greenwich and Stamford with Harrison location under construction.

Required Skills

- Advanced working knowledge of current Microsoft Operating Systems and Office software packages, Network connectivity troubleshooting skills, Printer troubleshooting skills, Mobile Operating Systems: iOS, Android, working knowledge of MAC Operating Systems is a plus.
- Well rounded confident helpdesk phone acumen to get critical information in a short amount of time to get users back to work.
- Experience dealing with Vendor support such as Dell or HP to get requests processed faster.
- An ability to assess each customer/employee's IT knowledge levels
- Ability to deal with difficult callers
- Logical thinking when addressing supports issues and requests
- Up-to-date technical knowledge and adaptable to new products.
- An in depth understanding of the software and equipment your customers/employees are using
- Great interpersonal and customer care skills

Education and/or Experience

- Associates preferably, technical degree or equivalent experience.
- Minimum of 4+ years of progressive IT experience and customer service.
- L1 with progression into L2 support roles or system admin roles
- A+ Certification required.
- ITIL Foundations is preferred
- Industry related certifications is a plus.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The TSS should be able to work with objects up to 50 lbs, be able to sit or stand for extended periods of time as well as navigate through our sites. Crawling under desks, in network racks and etc. as needed.