

# EAST JOB DESCRIPTION

**JOB TITLE:** Technical Service Representative

**DEPARTMENT:** Technical Support

**REPORTS To:** Director of IT

**FLSA STATUS:** NONEXEMPT

**PREPARED BY:** Reuben Canada

**PREPARED DATE:** November 7, 2017

**APPROVED BY:** Matt Dozier

**APPROVED DATE:** November 7, 2017

**SUMMARY:** Technical Service Representative primarily respond to requests for technical assistance generated by students and facilitators in the EAST classrooms. They also support the technical needs of the EAST staff. Technical Service Representative coordinate the setup and configuration of the EAST training labs and offer technical assistance as needed. They coordinate with the team for day-to-day tasks and projects, and report directly to the Director of IT to ensure the smooth operation of EAST technical systems.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide and maintain professional and courteous communication at all times
- Provide technology assistance with computer hardware and software issues or questions
- Coordinate imaging, setup, and configuration of EAST training labs (on-site and in the field when necessary)
- Assist with technical needs when training facilities are in use
- Monitor and respond to technical support requests (Help Tickets, Phone calls, email) in a timely manner with a customer-centric, quality-first, focus
- Provide technical and logistical assistance for the procurement and installation of new EAST programs
- Participate in program installation visits
- Stay current on emerging technologies and trends for application in an EAST setting
- Disseminate and develop learning resources (tutorials, videos, etc.)
- Work with other staff to complete projects
- Provide technology support to EAST staff when requested
- Other duties as assigned

## **SECONDARY DUTIES**

- Works with staff and committees to plan and deliver the Annual Conference and other events

## **QUALIFICATIONS:**

- Previous experience in IT, customer service or related fields preferred
- Strong troubleshooting and critical thinking skills
- Positive and professional demeanor
- Basic understanding of the technology provided in EAST classrooms
- Basic knowledge of EAST methodologies
- Ability to provide remote support to students and facilitators in EAST classrooms
- Ability to self-manage a dynamic list of support requests
- Ability to support staff technology needs (in the office, in the field, and at special events)
- Understanding of EAST training technologies and the ability to support them (hardware and software)
- Ability to make independent decisions and take calculated risks
- Ability to communicate and build a rapport with a diverse population of support seekers

- (technically proficient to technically illiterate)
- Ability to collaborate in teams
  - Ability to travel overnight
  - Must be detail-oriented and able to make sound decisions
  - Must have a current, unrestricted driver's license

**SUPERVISORY RESPONSIBILITIES:**

- None

**EDUCATION AND/OR EXPERIENCE:**

- High school diploma or equivalent
- At least one year's experience in an EAST environment preferred

**LANGUAGE SKILLS:**

- English language: including punctuation, spelling, grammar, and writing technique
- Excellent written and verbal communication skills

**REASONING ABILITY:**

- Ability to problem solve using deductive reason skills in a timely manner

**MATHEMATICAL SKILLS:**

- Basic skills including but not limited to addition, multiplication and division of whole numbers, decimals and fractions

**PHYSICAL DEMANDS:\***

- Ability to occasionally lift 35 pounds
- Ability to drive a car
- May frequently be required to stand, walk, use hands, reach, stoop, kneel or bend, talk, or hear

\*Requests for accommodation need to be directed to Human Resources.

**WORK ENVIRONMENT:**

- Quiet to moderate noise level
- Fast paced and positive

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Signature

Print Name

Date