

Title: Tier 1 Support Technician, Retail Associate
Reports to: CEO/ Co-Owner
Class: Full-Time and Part Time
Type: Hourly
Wages: \$20 per hour
Revised: 11/3/2022

SUMMARY OF FUNCTIONS

The two main duties are to provide technical support to managed services customers and assist new customers with retail inventory purchases and managed services sales.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Includes the following. Other duties may be assigned.

- Provide Tier 1 Technical Support to business and personal managed services customers.
- Assist customers with finding retail solutions that meet their needs.
- Restock inventory and perform weekly stock takes.
- Update customer data in CRM.
- Create work tickets and provide well documented notes on services provided.
- Document time spent on tickets.
- Follow ticket prioritization and service level agreements.
- Repair broken endpoints and devices.
- Order replacement and upgrade parts.
- Onboard new managed service endpoints and related services.
- Advise customers on our minimum cyber security standards.
- Perform service calls at customers' residences or places of business.
- Answer the store phone and take messages.
- Assist with shop cleaning and maintenance.
- Work independently with minimal instructions.
- Meet weekly productivity goals. This position is expected to have a 40% invoiceable rate.
- Follow Small Town Tech, Inc.'s policies and procedures.
- Other duties customary to this type of role.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

1+ year of providing Tier 1 technical support or equivalent work experience.

REASONING ABILITY

Ability to apply operational concepts and thinking to improve the productivity and profitability in day-to-day operations and projects. Ability to combine innovative, logical, and procedural thinking to problem-solve complex issues.

COMMUNICATION AND INTERPERSONAL SKILLS

Customer interactions:

- A professional, constructive, and generally positive demeanor in all interactions.
- Translating customer explanations of their needs into technical facts, diagnoses, and actionable hypotheses.
- Translating technical information (details, recommendations, work performed, etc.) to customers at their level of technical understanding.
- Conflict management with disappointed or angry customers.
- Communicating store policies and standards to customers.
- Setting clear expectations on work to be performed, probabilities of the most likely results, costs, timelines and other details.

Internal interactions

- Clear and prompt communication during working hours of concerns, issues, needs, requests, and other information relevant to a well-functioning business.
- Willingness to ask questions and make suggestions related to technology, troubleshooting, procedures and other details with little concern for your personal embarrassment and with an eye towards a shared learning environment and improvement of the business as a whole.
- Good judgement on the timing and duration of non-work banter while you or others are working.
- Good judgment on timing and modes of communication (verbal, text, email, etc.) with others while they're hard at work.
- Generally constructive conflict management and interpersonal skills.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the employee may frequently be required to stand or walk. The employee may also be required to use hands, fingers and arms to feel or reach. Sitting, climbing, balancing, stooping, kneeling, crouching, or crawling may also occasionally be required. The employee must be able to lift and/or move up to 50 pounds. Although most work is performed inside, occasional outside activities may be required and are subject to seasonal temperature fluctuations.