

Position Description

Title: Junior Remote Support Analyst – Cherry Hill, NJ
Organization: United Computer Sales & Service
Reports to: Director of Managed Services
Supervises: Non-Supervisory **Job Status:** Full Time

Position Summary

Responsible for monitoring, client support, and first level technical support for internal UCSS staff as well as UCSS field engineers. Also responsible for fielding client issues and assisting in the decision process of on-site or remote remediation. Position is also responsible for direct escalation to 2nd level support and Call Center Management.

Specific Responsibilities

1. Remote Monitoring

- Perform scheduled system scans for UCSS clients
- Create tickets based on errors found
- Escalate critical issues to the Call Center Manager
- Communicate effectively and clearly cause and resolution to UCSS clients
- Assist in trending issues found by UCSS monitoring software

2. First level technical support

- Assist in first level active directory issues (password changes, lockouts)
- MS office support
- Clarify technical issues for 2nd level support
- LAN and local user support
- Remote PC support
- Laptop builds and imaging
- Vendor communication

3. Documentation and technical maintenance

- Assist in documenting client networks
- Ensure technical documentation is current and accurate
- Assist customer service with technical client documentation
- Assist in maintaining the UCSS standards document
- Update and maintain password database

Job Requirements

1. Strong organizational and time management skills.
2. Strong written and verbal communication skills.
3. Strong technical and research skills
4. Strong knowledge of Microsoft operating systems and applications