

Job Description

The Intellinetics Support Specialist will support the customer care lifecycle in the following activity areas:

- External Level I helpdesk support for Intellinetics software products
- Internal Network management and desktop/notebook support
- Build image servers, build and test Intellivue implementations as part as active project delivery
- Software as a Service (SaaS) support and process owner

Responsibilities

1. Provide Level I helpdesk telephone and on-line support for all Intellinetics products.
2. Manage the helpdesk operations and ensure continuity of care and the successful resolution of issues.
3. Monitor and manage escalated helpdesk tickets and ensure that the client is being communicated with on a regular basis throughout the life of the open ticket.
4. Share evening/weekend on-call duties with Intellinetics Technical Consultants.
5. Build client server solutions including server configuration, software installation (RAID configuration, server operating system, SQL Server, backup software and hardware, VPN, etc.), and pre-implementation testing.
6. Manage the Intellinetics network infrastructure:
 - Windows 2000/2003 network servers
 - Windows 2000/XP/Vista workstations/laptops
 - Web presence servers
 - Demo system servers
 - Exchange e-mail server
 - Tape backups.
7. Manage the building's electrical system and any improvements and changes to the configuration.
8. Manage basic phone system trouble tickets.
9. Provide desktop support for internal Intellinetics personnel including hardware, operating system, productivity applications, and internal network connectivity.
10. Monitor ASP servers and network.
11. Perform Intellivue QA testing and evaluation.
12. Perform or assist clients with scanner/scan station implementation.
13. Perform SaaS client monthly data backups within the first 5 business days of the new month and manage the delivery of the backups to the client.
14. Manage the process for on-boarding new SaaS clients.
15. Responsible for AutoTask service desk ticket updates and performance metrics.
16. Build and maintain strong relationships with clients.
17. Act independently with little guidance
18. Act, dress, and conduct self in a professional manner.
19. Conducts self in accordance with the Intellinetics core values.
20. Use the Excellence in Motion (EIM) tools.
21. Other duties as assigned
22. Have Fun!

Requirements

1. Bachelor's Degree
2. Strong business acumen and the ability to excel in a team atmosphere
3. Strong problem-solving skills
4. Strong technical writing and verbal communication skills
5. Proficient in SQL Server installation and configuration
6. Experienced in Microsoft Windows Server 2003 with Active Directory as well as NT 4/2000 mixed mode environments.
7. Experienced in the installation and configuration of server hardware, including the setup of TCP/IP networks, routers, VPN, and firewalls.
8. Ability to manage and prioritize tasks independently
9. Ability to learn software products quickly.
10. Relationship building and strong interpersonal skills