

POSITION DESCRIPTION

**Percentages of time spent on each job duty will vary daily, as well as based on project.*

Provides support for all GBT IT computing systems. Directs the selection, system design, and implementation of all required infrastructure components. Installs, configures, and maintains the hardware and software for all PCs, servers, and relevant local area network components. Ensures all systems are managed in a secure, efficient, reliable, and cost-effective manner throughout their production life cycle. Provides outstanding IT customer service for GBT operating entities, care as well as product expertise to ensure all customers feel valued. You enjoy finding innovative solutions for customer issues and making sure all clients have an unmatched GBT experience. Ensures applications are properly installed and maintained, and all essential information and data files are backed up on a regular basis. Manages and completes assigned tasks, objectives, and projects in a timely manner. Creates and maintains all relevant server and network documentation, performance metrics. Defines the IT standard operating environments and approved products list.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Research, bid and deploy data backups, firewalls, servers, routers, switches, PC's, and software.
 - Site walk through or remote consultations, help determine customer needs.
 - Obtain pricing for bids, reviewing bids with customers, ordering, delivery, setup of hardware/software at customer site or in store.
 - Repair and maintain computers for company and business technology services.
 - Monitor and maintain the company's networks.
 - Monitor for security breaches, investigating when breaches occur
 - Researching latest information technology security trends, recommend security enhancements when needed.
 - Interact and communicate with coworkers to assist in completing customer requests and troubles.
 - Take personal responsibility for the quality and timeliness of work orders.
- Adapt to the evolving and changing business needs, conditions, and work responsibilities within the communication industry.
 - Promote organizational mission and goals by influencing others to act in support of our core values.
 - Display an ongoing positive commitment to learning and self-improvement: desiring and making an effort to acquire new knowledge or skills for work.
 - Completes all assigned work, paperwork, job notes, inventory check out, and other documents and actions as required by GBT.
 - Utilize company software to complete/update service orders, track inventory and enter time.
 - Participate in strategic planning.
 - Provide the whole experience, the GBT way.

(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)

Knowledge, Skills & Abilities

- Maintain a strong knowledge of all company product sand services, pricing, and service features.
 - Maintain a strong knowledge or latest viruses and spyware, suggest software upgrades.
 - Knowledge of marketing and sales practices and principles.
 - Knowledge of company policies and procedures.
 - Perform data transfers, executing data recovery from crashed computers, configuring data backups, firewalls, servers, routers switches, PC's, and software.
 - Knowledge to provide network services, prepare cost estimates for repairs or new systems, billing, upgrading systems.
 - Knowledge of various electronic devices, and ability to share that knowledge in a patient, caring way.
 - Skill in identifying problems and resolutions.
 - Skill in prioritizing and completing multiple projects.
 - Skill in operating various office equipment.
 - Skill in oral and written communication.
 - Ability to establish good customer relationships by providing prompt, exceptional sales and after sales service.
 - Ability to take ownership to resolve customer inquiries and deliver what matters to the customer.
 - Ability to be self-motivated, enthusiastic, and passionate about GBT's culture.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
 - Ability to organize and prioritize multiple work assignments.
 - Ability to pay close attention to detail.
 - Ability to read and interpret technical documents.
 - Ability to function as a team player.
 - Ability to think progressively and innovative while quickly grasping new ideas.
 - Ability to maintain a positive attitude.
 - Ability to work with frequent interruptions.
 - Ability to maintain compliance of CPNI guidelines.
 - Ability to practice and utilize emotional intelligence, every characteristic: self-awareness, self-regulation, motivation, empathy, and social skills, in all situations.
 - Ability to sell and up sell company products and services.
 - Ability to handle difficult customers.
 - Ability to hold yourself and others accountable and manage everyone's time efficiently.
 - Ability to be innovative, constantly looking for new, improved ways of doing things in a more efficient and effective manner.
 - Ability to provide the experience, the GBT way.

Responsibilities: This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Therefore, must relate well with others since information has to be obtained on occasion from others in the form of informal training/ coaching. Employees are expected to communicate with the public as well as fellow employees in a pleasant business-like manner. There is frequent internal and external contact at all levels of organizations requiring negotiation, persuasion, and diplomacy with other departments, customers, and vendors. Must also maintain good attendance and appearance. Employees are expected to increase job knowledge by assisting & supporting all other employees with their job duties, as required. Participation in strategic planning is expected at least annually.

Education & Experience: Technical IT/ Networking school in some capacity, preferred. High school diploma or GED, required. Two to three years telecommunications or networking, required.

Training: Company training on operating systems must be completed successfully within six months, required. Ongoing training on product offerings, safety, CPNI & Harassment, required. Targeted certifications and training to be obtained, within one year of hire, if not already held: MCSA (Microsoft Certified Solutions Associate), CompTIA A+, CompTIA Network +, CompTIA Security+, as well as other ongoing training: server, firewall, router, switch, upgrade system, security threats, and daily experience as required by the company, required.

Customer Service/Interaction: Daily phone and face-to-face interaction with other employees and customers, while vendor contact is weekly by phone to perform job functions. To facilitate our mission of

customer satisfaction, all jobs carry with them an overriding responsibility of our employees to provide extraordinary customer service in terms of quality, timeliness, and assistance. Commitment to service excellence is expected of all employees.

Latitude: Most duties are assigned and then the performer plans and arranges tasks in order to complete duties. Problem solving is accomplished independently most of the time requiring extensive knowledge, both industry and technical. Most decisions not affecting other departments can be made independently in accordance with company policy.

Impact of Position: Successful completion of essential job tasks ensures efficient use of time and resources of IT techs. Errors are easily detected usually detected in the next phase of operations but could have significant adverse effect on external and internal relationships and result in moderate monetary effect due to a probability of loss of customer or improper utilization of labor, material, or equipment. Data that is prepared by this position is used for important decisions by management, errors could result in liability and affect operating costs.

Physical Requirements: Frequent bending, carrying, lifting- up to 40 lbs. independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, required.

Work Conditions: Office environment, driving in all types of weather.

Other: Frequent travel by vehicle, Occasional air travel, flexible hours, overnight travel, and overtime, may be required.

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgment below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

