

IT- Enterprise Support Career Ladder Matrix

	Enterprise Support Technician Family			
Job Title	Tech I, Enterprise Support	Tech II, Enterprise Support	Technician, Sr Enterprise Support	Engineer, Enterprise Support
Job Code	MC2070	MC2069	MC2068	MC2067
Pay Grade	7A	7B	7C	73
Position Summary	This role is responsible for customer service, where they will field user telephone calls for Information Service Support, provide assistance where possible, and gather information for problem escalation.	This role is responsible for providing first level support for all incoming calls to the Help Desk via telephone, e-mail, walk-in, and self-service. This role will also provide courteous, timely, and effective resolution of customer issues.	This role is responsible for providing first level support for all incoming calls to the Help Desk via telephone, e-mail, walk in, and self service.	This role is involved in all aspects of providing support, maintenance, testing and administration of all helpdesk applications and tools. This role will provide support as needed to lower level technicians in the day to day support operations of the customer service help desk.
Essential Functions /Scope	<ul style="list-style-type: none"> *Under the direction of the Manager of Customer Service, staffs the Information Service Help Desk *Responds to telephone and walk-in requests for Information Service Support *Assigns or escalates more difficult user issues as appropriate 	<ul style="list-style-type: none"> *Resolve semi complex service and problem tickets *Use an automatic call distribution system for answering inbound calls and making outbound follow up calls *Applies standard principles, concepts, and techniques, toward the identification and resolution of semi-complex user problems with a high level of detail and accuracy 	<ul style="list-style-type: none"> *Provide coverage to the Information Technology Help Desk *Train, motivate, lead, foster team collaboration, and serve as the content expert *Lead projects and initiatives as directed by management *Resolve complex service and problem tickets 	<ul style="list-style-type: none"> *Provide ongoing development and testing of Service Now to meet the needs of the IT Department. *Train, motivate, lead, foster team collaboration *Provide training and documentation for Service Now *Ability to create and distribute reports using crystal reports and business objects as well as provide data analysis *Recognized as a subject matter expert in all product areas and provided technical ownership
Required Qualifications	<p>Some college education or formal training</p> <p>0 to 1 year of related experience</p>	<p>Associates degree in a relevant field or equivalent work experience</p> <p>1 to 3 years of related experience in a call center or help desk environment</p>	<p>Associates degree in a relevant field or equivalent work experience</p> <p>3 to 5 years of related experience in a call center or help desk environment</p>	<p>Bachelor's degree in Computer Science, a related field, or equivalent experience</p> <p>1 to 3 years of related experience</p>
FLSA Status	Non-exempt	Non-exempt	Non-exempt	Exempt
Promotional Process	Requisition	Requisition or In-family Promotion	Requisition or In-family Promotion	Requisition