Position Title: Technical Support Analyst
Reports to: Network Operations Manager
Classification: Non-Exempt
Position Type: Full-time

Position Summary:
The Technical Support Analyst position provides support, technical assistance, and training to end users primarily via phone. This position will provision, configure, and manage software used to support Help Desk functions for all Fiber-related services.

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

1. Work directly with customers to provide services and help troubleshoot technical problems.
2. Exercise sound professional judgment in analysis of problems to attempt hardware/software solution by phone, or decide proper level of maintenance required to solve problems.
3. Maintain provisioning systems, including Calix CMS and Minerva middleware.
4. Install all new hardware and software systems for networks.
5. Install OSP hardware and cabling.
6. Maintain and support access network equipment hardware and software, including switches and routers.
7. Install, configure, and maintain network services, equipment and devices.
8. Support administration of servers and server clusters.
9. Assist with system back-up and restoration protocol.
11. Manage user accounts, permissions, email, anti-virus, and anti-spam.
12. Monitor software and network security.
13. Attend training and/or courses relating to area of work (overnight stays may be required). Daytime hours may fluctuate and some evening and Saturday hours may be required to support the business needs of United Services.
14. Provide efficient, courteous service to consumers and the general public.
15. This position is safety-sensitive and the employee must learn and comply with all of the Corporation’s safety policies, procedures, rules and regulations, in addition to all other policies, procedures, rules and regulations related to the position of employment.
16. Perform all other duties that may be assigned by the CEO, COO, or designee.

Competencies:
The knowledge, skills, and behavior required for successful job performance.

Core Competencies
- Business Acumen: Integrates business, organization and industry knowledge to one’s own job performance.
Personal Effectiveness: Demonstrates a professional presence and a commitment to effective job performance.

Interaction with Others: Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.

Problem-Solving: Exercises good judgment to make well-informed decisions and to develop and implement effective solutions.

Role-Specific Competency

Customer Focus: Treats customers as a priority, being proactive in anticipating their current and potential future needs; effectively educates customers about services provided; maintains composure at all times, even after difficult interactions; displays empathy in difficult situations, treating each customer individually based on the situation; builds and maintains positive relationships with both internal and external customers; maintains the "United" image, providing a uniform message without placing blame on team members.

Required Education and Experience:

1. Education: High school diploma or equivalent
2. Experience: One to two years of end user support/troubleshooting experience
3. Skills: Have a thorough knowledge of networking essentials; strong analytical abilities and professional office experience; ability to learn new systems as required; have or acquire a thorough knowledge of first aid and CPR; must have and maintain a valid driver’s license.

Preferred Education and Experience:

1. Education: Bachelor’s degree in related field or certification in one or more of the following: MCSE, MCP, MCITP, CNNA
2. Experience: Two or more years of Tier 2/3 end user support
3. Skills: System experience preferred in Windows, Cisco, Brocade, Calix, Linux, IOS, Android; Network experience desired in AD, switches, routers, hubs, servicers, cables, racks, firewalls, LAN, WAN, TCP/IP, DNS, UDP, Latency, VoIP, Qos, EIGRP, BGP, OSPF, PPP, MPLS

Supervisory Responsibilities:

This position has no supervisory responsibility of personnel.

Physical Demands:

This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing. The employee must frequently lift and/or move items over 50 pounds. This position must be able to work inside and outside in inclement weather, including extreme heat and cold.

Working Conditions:

This is a full-time position. This position will report to the Savannah office but may be required to commute to the Maryville office and/or Excelsior Springs office on occasion. Standard days of work are Monday through Friday and hours are 3:30 p.m. to midnight. This position must be able to work flexible hours outside normal business hours, including overtime, weekends, and holidays as required. This position may be required to work after hours as needed for extended outages and support scenarios, which may or may not be scheduled. Occasional Saturday shifts working overtime may be required as needed depending on business needs. This position may also be required to work outside in inclement weather at any time.
Other Duties:

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time or without notice. This position description is not deemed an employment contract and does not waive the employment at-will doctrine governed by the state of Missouri.

Failure to fulfill the requirements of this position description, changes in economic conditions, changes in operational policies or procedures, and/or other conditions or reasons may result in the elimination of this position and/or employee termination.

________________________________________  __________________________
Employee Signature                                            Date