NMORE GROUP

NMORE GROUP LTD

Job Description: Senior Tier 1 Support Officer

Conforms to ISO 9001:2015

NMG – JD6 Edition 1   Issued: 02/02/2022

OPEN POSITION

1.0 ABOUT THE POSITION

1.1 General

This *Job Description* describes the role of the Tier 1 IT Support Officer. This form has been:

Prepared by   Lazar Zadniprenko

Position: Chief Operations Officer

Contact: ███████████████

Signature:

Date: 02/02/2022

Approved by   Nikita Snigirev

Position: Chief Executive Officer

Contact: ███████████████

Signature:

Date: 02/02/2022

1.2   Revision History

Edition	Date	Nature of changes
1	01/09/2021	Original release of the Job Description.

1.3   Reports to

1.3.1   Senior Tier 2 Support Officer

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Manual Coding	Initial Edition Date	Revision Date	Edition	1
JD6	1/9/2021	02/02/2022	Page 4 of 5	

1.4 Job Description

Senior Tier 1 IT Support Officer

Your primary focus will be to process corporate client, end-user IT tickets and logged support calls, providing tier 1 technical assistance related to computer systems, hardware, or software - via phone, web-based tools and email. You will also advise corporate end-users and, or management, regarding the best implementation practices. You will be a key player, recommending product or service changes and documenting solutions both internally and externally. You will evaluate requests, handle them and/or route them to the appropriate technician, project and/or account manager.

Required Attributes

- Ability to articulate clearly, recommend and explain resolutions;
- Strong analytical, communication and problem-solving skills;
- Ability to work individually, and participate in integrated teams;
- Attentiveness, consistency, and ability to work under pressure;
- Ability to establish accurate expectations from escalating issues;
- Willpower and determination to complete set out objectives;
- Meticulously process procedures for internal and external parties;
- A strong awareness of emerging technology and IT trends;
- Advanced knowledge of IT systems, both hardware and software;
- A passion for technology and how it affects the environment;
- Awareness of the importance of knowledge and education;
- Ability to quickly learn corporate client, in-house IT systems.

Education

- Bachelor's Degree in Computer Science or similar (2:1 or above);

Required Experience

- 3+ years of IT related, help desk and/or call center support experience;
- Working knowledge required in setup and troubleshooting on the below;
- In-depth knowledge and experience with operating systems (Windows 8+, Mac);
- Proficiency in collaboration software (Skype, Slack, GSuite, ZohoDesk, other);
- Experience with network technologies (Switches, routers, wireless);
- Knowledge and experience with backup software and solutions;
- Experience with NAS and SAN systems (Qnap, Synology);
- Experience with VoIP Phones and PBX set-ups, Apple IOS and Android OS;
- Knowledge of web services, API, and IP-based protocols.
- Ability to setup, support and maintain data center infrastructure.

Advantages

- Microsoft Certified Solutions Expert or Certified IT Professional Systems Administrator Certifications;
- Knowledge of virtualization technologies, VMWare or equivalent;
- System administration and IT certifications in Linux, Cisco or other network related fields;
- Experience in supporting point of sales systems and hardware;
- Experience of DHCP, IP routing, port forwarding, VPN and firewall concepts.

Complimentary Skills

- Good knowledge of networking, desktop and server hardware;
- Experience in administration and Windows Patch Management;
- Experience using webhosting software and cloud control panels;
- Setup of network cabinets and hardware infrastructure;
- Ability to manage and patch network cables.

Key Responsibilities

- Ability to transpose user requirements into technical specifications;
- Monitoring Help Desk Ticketing queue and escalating to relevant members;
- Provide Remote and Onsite support for workstation, servers, network and mobile devices;
- Respond to customer inquiries and assist in troubleshooting and resolving IT challenges;
- Diagnose and resolve customer issues in an efficient and timely manner;
- Provide the Head of Technology Operations with regular reporting of system performance;
- Carry out administrative tasks to support the smooth operation of the IT department;
- Documenting and improving process IT documentation throughout the business;
- Refer to internal database or external resources to provide accurate tech solutions;
- Collaborating with cross-functional teams to implement new features;
- Delivery and installation of various hardware on client premises;
- Provide staff training and knowledge transfer to client staff;
- Provide Tier 1 IT support and troubleshooting, on-site, remotely via Teamviewer or over the phone. This includes the following components:
    - Computer and networking hardware, as well as peripherals troubleshooting;
    - Software installation, maintenance set-up and fault identification;
    - Server and cloud infrastructure and storage, set-up and mainteanance;
    - Routing and switching, understanding of architecture and network maintenance;
    - Perform upgrades including service packs, patches, hot fixes and security config;
    - Assist in defining and documenting IT related policies and procedures;
    - Assist with hardware, software and systems integration and automation;
    - Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved with limited disruption.
- Provide user training and walkthroughs of the following software: Google Workspace, Zoho One, Zoho CRM, Zoho Books, 3CX, FreePBX, Zadarma, Slack, Teams, Skype, Zoom, JIRA, Microsoft 365, Adobe Creative Cloud, Dashlane, 1Password, LastPass, Teamviewer, AnyDesk, RDP, BitDefender, Symantec, ESET and Sophos.

Job Description

- Work for 45 hours per week;
- Get paid on a monthly basis;
- KPI and salary review yearly;
- 20 days of holidays per year;

Required Documents

- Resume (mandatory);
- Driving license (mandatory);
- Reference List (preferred).