



- *Document processes created*
- *Accounting feedback of missing receipts or documents required for expense reports and payroll*

#### **4) BILLING REQUIREMENTS**

- Responsible for entering time, expense and configuration information on a daily basis prior to 12:00 a.m.

##### *Measurement:*

- *Utilization reports (time and rate review)*
- *Timely billing of customers*
- *Personal contact required after missing deadlines.*

#### **5) COMMUNICATION**

- Coordinate managed service installation and maintenance with the Network Operations Center (NOC)
- Communicate customer need to the service manager
- Communicate with customer regularly keeping them informed of incident progress and notifying them of impending changes or agreed outages
- Escalate service or project issues to service manager
- Utilize actively listening and customer-care skills in identifying potential concerns
- Report customer concerns or complaints to account managers
- Answer internal and external communications timely and professionally

##### *Measurement:*

- *Feedback from customer*
- *Feedback from persons responsible*

#### **6) TEAMWORK**

- Demonstrate and promote a spirit of cooperation and teamwork throughout the Company
- Provide backup support for other teams and team members as needed
- Continually look for ways to improve our processes and ability to serve our customers effectively
- Improve personal performance on a continual basis

#### **7) SAFETY**

- Use safe work practices in the office and promote safe practices in the field
- Notify Service Manager or other management of any unsafe conditions

#### **8) SUPERVISORY RESPONSIBILITIES**

- This job has no supervisory responsibilities

#### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION AND/OR EXPERIENCE**

- College or Technical degree with some network maintenance experience
- OR Three (3) years experience installing, administering and maintaining network environments related to Microsoft, Hewlett Packard, Dell and/or Cisco

#### **LANGUAGE SKILLS**

- Ability to communicate professionally, in English, both written and orally
- Ability to write business correspondence and process procedures
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid Drivers License

- Minimum of one (1) Professional IT Certification (Examples: Microsoft MCTS, MCM, or MCA, Citrix CCEA or CCIA, SonicWall CSSA, Cisco CCNA, or VMware VCP)

**PHYSICAL DEMANDS**

- Regularly required to use hands to operate computer keyboard and telephone
- Frequently is required to walk and sit
- Moderately required to stand
- Occasionally needs to lift and/or move up to 50 pounds
- Specific vision abilities required by this job include close vision, and ability to adjust focus

**WORK ENVIRONMENT**

This position works in a typical office environment. Occasionally works in a warehouse or plant environment. The noise level in the work environment is usually moderate, but occasionally higher if in a plant environment. Occasionally work outside if need to check connections or run wiring.

**COMMITMENT LIMITATIONS:**

- May not make a non-budgeted expenditure or commitment of the Company in excess of \$500.00 without contacting management
- May not enter any contractual arrangements with a client
- May not make quotes or give estimates for work performance

**BUSINESS BEHAVIOR / ANTI-TRUST:**

- Do not discuss proprietary information (Company's or customers) or business in general outside of work requirement
- Do not discuss company prices or terms of sale unless with customer in act of performing job

**CONFIDENTIALITY / CONDUCT:**

- May not divulge proprietary information regarding customer's business
- May not divulge any confidential personnel/corporate policy. This includes discussion of performance reviews or salary
- Will not engage in gossip or other unprofessional conduct
- May not make changes in his/her Job Description, Standards of Performance or quarterly objectives without consultation with manager

Associate

Date

Manager

Date