

- Submit expense reports, if applicable on a weekly basis
- Submit time sheets weekly by Saturday at noon

Measurement:

- *System work flow report*
- *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 in ConnectWise 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

- Mentorship and leadership for systems engineers
- Act a project manager for large scale projects
- Provide feedback to management about performance of associates operating under their purview.

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 three (3) years network maintenance experience
- OR Five (5) 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 two (2) 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