



Expedient Technology Solutions

End User Support Specialist

Position Description

Expedient Technology Solutions is a rapidly growing managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service and for being a collaborative, strategic partner with its client customers.

We are looking for an experienced End User Support Specialist to supplement our team. This position has room and intent for growth within the company. ETS prides itself on the unique culture and working atmosphere, where all team members grow professionally and collaborate together at all times.

Responsibilities

- Work assigned client tickets that can be resolved in-house in a detailed and efficient manner. This is done by over the phone assistance and logging into client machines remotely.
- Perform account terminations, application support/vendor liaison, active directory, and file permission changes.
- Work on computer performance issues and email configuration/changes.
- Minor firewall changes and network connectivity troubleshooting.
- Document and record time for all actions taken when working or resolving customer issues in the RMM system.
- Triage incoming service tickets following the ETS process guidelines.
- Provide onsite assistance to install or troubleshoot hardware/software as needed (computers, switches, etc.).
- Assist in creating documentation and procedures as you see the need.
- Be proactive in seeking additional duties and responsibility.
- Participate in the on-call rotation.

Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Balance responsibilities to ensure efficiency.
- Think about the best ways to organize your work in order to drive efficiency and deliver high quality and responsive support to our clients.
- Collaborate with team members on projects and issues. Provide and receive training, as necessary.



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Desired Educational, Training Requirements, & Length of Experience

- It is desired you have a minimum of an associate degree in a related technical field.
- There are company specified certifications you must achieve to be in this position.
- Having one year of experience in a related technical role is required.
- This position requires you to complete process and technical training during your first 30 days.
 - These requirements involve shadowing team members, client communication expectations, and specific technical skills/knowledge. This will be outlined in your onboarding schedule.
 - Technical skills and knowledge involve but are not limited to, active directory, email configuration, OS troubleshooting, software installation/troubleshooting, and basic networking.

What is in it for you?

We offer a competitive total rewards program that includes:

- Great company atmosphere, great office space, and room to grow
- The ability to work autonomously
- A management team that cares about you and your career growth
- Health Insurance with 80% of the premiums covered by the company
- Retirement plan (401K) with company match
- Dental & Vision insurance
- Competitive PTO and flexible work schedule
- Company paid certification exams, training material, and online training tools
- Above industry average base salary
- Cell phone stipend

We have a drama-free, collaborative work environment with opportunity for personal and professional growth. We are truly committed to team member's development and success.

Vision, Mission, and Core Values

Vision Statement - To be the regions' leading IT provider through Stress Free IT

Mission Statement - Reshape the experience for clients and team members

Core Values

- *Continued Growth*: ETS places a strong focus on each team member continually growing both professionally and personally.



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- *Honest Communication:* ETS places a strong focus on consistent and honest communication between all team members and clients.
- *Deliver “Wow” through Service:* ETS provides “Stress Free IT” managed services which promises an experience that goes above and beyond our client’s expectation.
- *Honor your commitments:* ETS team members are expected to honor their commitments to our clients and company.
- *Respect and Serve Others:* ETS is founded on biblically based principles and places a strong focus on team members serving others and giving back to our community.
- *Balance:* ETS recognizes and supports the need for each team member to enjoy a quality life outside of work.