



Position Description

Job Title	MSC Technician I	Job Type	Non-exempt-Level 25
Department	Managed Service Center (MSC)	Report To	Service Delivery Lead
Position Summary			
<p>Provide timely and accurate response to all incoming requests to the Managed Service Center (MSC). Record information clearly, accurately assign priorities, and resolve or accurately dispatch tickets. Maintain a high first-call resolution rate while meeting or exceeding performance metrics and service level targets for speed of answer, number of calls answered, and time in queue. Manage personal queue of open tickets and continually follow up to ensure timely incident resolution and customer satisfaction. Proactively identify and take steps to resolve or eliminate recurring incident types. Participate in process improvement activity to positively impact customer satisfaction and increase operating effectiveness and efficiency.</p>			
Responsibilities/Duties			
<ol style="list-style-type: none">1. Service Delivery<ol style="list-style-type: none">1.1. Monitor and respond to incoming call and e-mail queues promptly and document incidents accurately.1.2. Research, resolve, and respond to questions received via phone, fax, letters, and e-mail in a timely manner, in accordance with current standards.1.3. Provide accurate and creative solutions to user problems of basic to moderately complex nature to ensure customer productivity.1.4. Manage the incident resolution process for all open incidents by following up with assigned support personnel and/or the affected user to ensure timely incident resolution and customer satisfaction.1.5. Acquire and maintain current knowledge of relevant software, hardware, systems, and support policies in order to provide technically accurate solutions to customers.2. Process Improvement<ol style="list-style-type: none">2.1. Submit accurate, innovative resolutions to internal and customer knowledge base.2.2. Participate in team projects that enhance the quality or efficiency of the MSC.2.3. Acquire and maintain knowledge of ITIL best practices.3. Communication<ol style="list-style-type: none">3.1. Communicate problem trends and unresolved problems to other MSC staff, including escalation to management when necessary.3.2. Monitor DSS corporate e-mail regularly to maintain current knowledge of internal and customer maintenance and outage scheduling, changes to processes and procedures and other constantly changing information.4. Miscellaneous<ol style="list-style-type: none">4.1. Participate in mandatory weekly rotation of MSC On-Call responsibilities.4.2. While On-Call, technicians are responsible for working overtime as needed to assist in providing coverage for open shifts on weekends and as a result of call-offs and PTO.4.3. Work at least one holiday per year to provide required coverage of customer contact queues.			
Qualifications			
<ul style="list-style-type: none">• College degree, technical school, or equivalent experience preferred• Excellent oral, organizational and written communication skills.• 0 - 2 years experience in a customer service environment• Basic knowledge of PC's, operating systems, applications, networks, and hardware concepts• Good analytical and problem solving skills• Ability to work effectively both independently with others to achieve team goals			
Interaction			
<ul style="list-style-type: none">• Support DSS and DSS clients• Collaborate with other DSS support personnel to resolve issues• Collaborate with client(s) for training and process improvement purposes			
Impact			



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The MSC Technician I position is a key technical support role. The technician must communicate with individual clients in order to understand their technical (IT) problems and communicate a resolution and/or escalate the issue and manage the incident resolution process. This role has a significant influence on customer service and customer satisfaction.