



Field Technician

Title: Field Technician

Reports to: Technology Services Manager

Classification: Regular, non-exempt, full-time

Field Technician Position Description

The Field Technician is responsible for helping 501 Commons clients achieve stable technology environments by providing onsite field support as well as Tier II help desk support by phone, email and remote access. This position is one of the preliminary levels of support for client desktops, printers and infrastructure. Effective listening and communication skills are essential to respond to diverse clients with urgent needs and various levels of technical understanding. As a member of the Technology Services team, this position interacts regularly with other technicians and consultants. The Technology Services team works with a diverse and evolving set of technologies. It is a fast-paced environment helping our fellow nonprofits use leading edge (but not bleeding edge) technology to power their missions. There are opportunities for ongoing peer and self-learning in a supportive, service-oriented environment.

Responsibilities

Field Support and Visits - (40%)

- Provides onsite support to clients in support of IT consultants
- Diagnoses and addresses emergency issues, such as hardware, software and systems failures
- Performs general maintenance tasks, troubleshoots, and repairs computer systems and peripheral equipment
- Handles basic installation of new or upgraded hardware or software
- Sets up hardware/software for the purpose of testing new or changed products before they are released in the field environment
- Adheres to established service/repair standards
- Escalates problems and issues to a higher level of support when appropriate

Tier Two Support Line Services - (25%)

- Ensures customer satisfaction by responding to Tier II calls and emails to the Support Line
- Conducts 2nd level problem determination and resolution using documented procedures and available tools
- Logs all customer questions and problems and tracks the issues through to resolution, including timely recording of problem symptoms and status information in an effort to communicate with and properly utilize 501 Commons consulting staff
- Works as liaison, as necessary, between the customer and their technology providers, including Internet, email, web hosting, and third-party hardware and software
- Ensures problem resolution by initiating and tracking problem assignments to Support Line resources, vendors, and other 501 Commons staff, and by keeping the customer updated on the status of problem resolution

- Acts as escalation point for Tier 2 Support Line and HD board management issues
- Collaborates with consultants to resolve Tier 2 issues
- Performs regular client system remote maintenance according to defined procedures
- Initiates timely escalation of customer problems when necessary by documenting the impact to the customer, assigning an appropriate priority and resolution target, and raising management awareness for business impacting issues that have exceeded reasonable or expected resolution timelines
- Places outbound calls to the customer base when issues or errors are found that need to be corrected
- Conducts Quality Assurance for Support Line issues and processes to ensure problem resolution and customer satisfaction
- Manages day-to-day service delivery problems and works on special projects as assigned

Project and Strategic Consulting Engagements – (20%)

- Provides support to 501 Commons consultant on project and strategic consulting engagements
- Documents all work in a manner that allows for reuse by the client, repeatability for future engagements, and possible publication and free distribution to the nonprofit community

Professional Development, Research, and Teamwork – (15%)

- Stays abreast of the latest technological changes in focus area by attending training and reviewing current literature
- Actively engages in team meetings and conversations
- Researches and assesses new products and emerging technologies for applicability in nonprofit and small business environments
- Assists the with occasional agency-wide events
- Assists the with other internal administrative and technical projects as directed by supervisor
- Enters all client communications, interactions, billing, and scheduling information in the 501 Commons information systems per instruction

Competencies

- **Relationship Management** –Works with integrity and ethically; develops and maintains constructive relationships through mutual respect; provides prompt and attentive service; Develops trust and credibility with customer.
- **Professionalism and Communication**– Maintains professional appearance and conveys information clearly in verbal and written form; demonstrates active listening skills; keeps others informed.
- **Reliability** –Shows commitment/dedication and accountability in one’s work, and follows through on all projects, goals, aspects of one’s work; keeps commitments.
- **Managing Multiple Priorities** – Manages multiple commitments and/or projects; plans and utilizes time efficiently; responds to changing customer needs; completes work in order of priorities.
- **Problem Solving** – Identifies core issue(s) in a timely manner; gathers and analyzes information skillfully; Generates range of solutions and courses of action; resolves problems in early stages; works well in group problem solving situations.
- **Decision-Making**- Makes timely, informed decisions that take into account the facts, goals, constraints, and risks; can explain the rationale for a decision; learns from the consequences of decisions; asks for support when appropriate.
- **Teamwork** –Collaborates and cooperates with fellow colleagues; listens attentively and openly to others’ views; shares learnings; gives and accepts feedback; resolves team conflict effectively.

- **Troubleshooting** – Anticipates problems; demonstrates critical thinking skills; uses diagnostic tools efficiently and effectively; identifies, tests and implements logical solutions; follows established troubleshooting procedures.
- **Self-Directed**- Demonstrates initiative and persistence; plans ahead and takes action without prompting; digs beneath the surface to get at the facts, even when not asked to do so; works with minimal supervision.
- **Ongoing Learning & Development**–Strives to learn new products, trends and technologies; pursues independent learning opportunities; applies and shares learning gained from experiences and training; serve as mentor to team members.
- **Stress Tolerance**- Handles high workloads, competing demands, vague assignments, interruptions, and distractions with composure and ease; remains steady or thrives under pressure, using it to fuel productivity and efficiency. Can maintain a sense of humor during difficult circumstances.
- **Cultural competency**- Cultural awareness and nonjudgmental respect for other perspectives and successful collaboration with colleagues of different backgrounds, traditions, values and artistic expressions

Qualifications

- **Education**
 - Associates degree in Computer Science, Information Technology, Business Technology, related field of study, or equivalent work experience.
- **Experience**
 - 4 or more years' experience in local and wide area networking technologies
 - Experience providing customer support over the telephone and/or remotely
 - Leadership experience in coordinating the projects and activities
 - Prior volunteer or work experience in the nonprofit sector preferred
- **Technical Skills**
 - Knowledge of LAN, Wi-Fi, VPN, and Internet connectivity products (hubs, switches, routers, firewalls) and their installation, configuration, and support
 - Strong knowledge of implementation, migration, and support of Microsoft Windows client and server networking environments
 - Experience with small business systems and applications, such as Microsoft server products – preferably Windows Small Business Server, but also including Windows Server and Exchange Server
 - Proficiency working with and supporting Microsoft Office suite in a networked environment
 - Proficiency working with and supporting Microsoft Office online services, particularly Exchange Online and SharePoint Online
 - Strong working knowledge of server and client-side protection strategies against viruses, malware, and spam
 - Experience working with applications and processes for managing computer workgroups, including desktop imaging and lockdown solutions
 - Familiarity with nonprofit applications for fund raising, financial management, and event coordination is a plus
- **Certifications**
 - MTA/MCTS, CCENT/CCNA, A+/Network+
 - Valid WA driver's license and reliable vehicle required

What we offer

- Collaboration with a small but highly professional team with opportunities for professional development.

- Benefits including generous paid time off, holiday pay, and access to employer-paid medical and dental coverage and more.

Salary range- 20,000\$-22,000\$, DOE

Inclusiveness Statement

501 Commons is an equal-opportunity employer and seeks to recruit persons of diverse backgrounds and to support the retention and advancement of diverse persons within the organization. We believe that a having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal valued and supported.