



JOB DESCRIPTION

<u>Position Title:</u>	Engineer, Supervisor Technical Services
<u>Executive Leadership:</u>	Chief Information Officer
<u>Leadership:</u>	Manager, IT Technical Support
<u>Team Membership:</u>	Information Technology
<u>Location:</u>	Exton, PA Office (620 Pennsylvania Drive, Exton, PA 19341)
<u>Job Status:</u>	Exempt (Salaried)
<u>Supervisory Responsibility:</u>	Supervisor of Workstation Support Team
<u>Position Summary:</u>	<p>Oversee Tier I &amp; II in-person, phone or e-mail support to internal and external customers. Provide positive leadership and direction to the workstation team. Serve as a point of escalation for Tier I tickets. Research and propose system and process improvements. Work with the Manager, Technical Support to manage goals and objectives as well as work schedules and PTO requests for the workstation team.</p> <p>Assist System Engineers on end-point support, patch management, firewall support, switches</p>
<u>Essential Duties and Responsibilities:</u>	<ul style="list-style-type: none"> <li>• Assist in providing solutions for inbound service requests and/or escalate to appropriate support team.</li> <li>• Provide guidance to Workstation Support Team.</li> <li>• Procure, configure and deploy company end-point assets including desktops/laptops and software licenses. Assist in monitoring systems inventories, software distribution, end-point patching and hardware life cycle.</li> <li>• Assist in monitoring and managing all installed systems and infrastructure</li> <li>• Establish, configure, test and maintain operating systems, application software and system management tools.</li> <li>• Evaluate the existing systems and provide the technical direction to IT support staff.</li> </ul>
<u>Qualifications:</u>	Must have hands-on experience working in an enterprise environment supporting hardware and software technologies.



	<p>Must have hands-on experience purchasing, imaging and deploying end-point computers.</p> <p>Must have the ability to work in high stress environment with changing demands/deadlines; ability to quickly re-prioritize tasks.</p> <p>Must be able to work independently and with others to resolve complex problems.</p> <p>Must have good written and verbal skills and be able to communicate effectively to peers and customers.</p> <p>Must have an ability to think and act strategically and proactively.</p>
<p><u>Education and Experience Requirements</u></p>	<p>B.S. in Computer Science, Information Technology, or equivalent technical experience.</p> <p>At least 3-5 years' experience working in an enterprise technical support role. 1 – 2 years in Infrastructure support.</p>
<p><u>Physical Factors/Environment:</u></p>	<p>Must be able to sit for long periods of time.</p> <p>Must be able to lift objects 25-30 pounds or less.</p> <p>Must be able to work odd/off-shift hours, including very late at night and/or weekends to meet company and project needs.</p> <p>Must be able to work more than 40 hours per work week.</p>
	<p><b><i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i></b></p>