



**Building Excellence**

## ***Technology Support Specialist***

**Miron Construction Co., Inc., - Neenah Office**

DEPARTMENT: Information Technology

JOB STATUS: Full Time

FLSA STATUS: Non-exempt

REPORTS TO: Network Manager

POSITIONS SUPERVISED: None

TRAVEL REQUIRED: 0-10%

WORK SCHEDULE: Day Shift

### **SUCCESS:**

*At the heart of Miron Construction Co., Inc., is our ability to cultivate and maintain long term relationships with our clients. The keys to Miron's **success** in this arena include:*

- *Making a personal connection with the client, based on their drivers and goals*
- *Having a clear understanding of client expectations, and consistently attempting to exceed them*
- *Producing a quality, long lasting product*
- *Elevating the people we work with and creating a team atmosphere*
- *Making a fair profit in an ethical manner*

*Detailed below are Miron's expectations of the Technology Support Specialist's and how this position contributes to Miron's **success**.*

## **POSITION SUMMARY:**

The role of the Technology Support Specialist is to provide fast and useful technical assistance on computer systems. The person in this role will serve as the first point of contact for employees seeking technical assistance over the phone or email. They will perform troubleshooting in person or remote through diagnostic technique. He/she must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. Miron seeks individuals who are willing to work hard, have fun, and join our family environment.

## **ESSENTIAL FUNCTIONS:**

- Respond to requests for technical assistance in person, via phone, electronically, or at construction job sites
- Travel to job sites and Miron Construction offices as required to perform onsite support services
- Diagnose and resolve technical hardware and software issues
- Research questions using available information resources
- Advise user on appropriate action
- Follow standard technology support procedures
- Available to work outside of core business day in the event of system outages or upgrades
- Work with solution providers to resolve problems and issues
- Redirect problems to appropriate resource
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions

## **POSITION QUALIFICATIONS:**

- Demonstrated comfort with and professional disposition displayed with high volume of customer contact
- Demonstrated ability to achieve successful outcomes in handling difficult situations and customers
- Strong professional disposition
- Demonstrated abilities to work efficiently in a fast-paced environment
- Excellent oral/written communication skills and outstanding human relation skills
- Ability to prioritize and take direction from various staff members
- Quick thinker, at ease under pressure and comfort with troubleshooting situations
- High level of organization
- Demonstrated ability to manage multiple priorities and follow through on projects to completion

**SKILLS AND ABILITIES:**

- Good understanding of computer systems, mobile devices and other tech products
- Good problem-solving skills and organizational skills
- Ability to manage multiple projects and to establish priorities with minimal supervision
- Basic understanding of Windows Active Directory environment and MS Office
- Ability to communicate effectively via documentation, telephone, and email with customers and peers in varying roles
- Microsoft Office 365 knowledge
- Experience providing support of Microsoft Windows 10 desktop environments
- Ability to manage accounts in Microsoft Active Directory
- Experience with basic networking knowledge (protocols, WAN / LAN, client / server)

**PHYSICAL DEMANDS:**

See below.

**WORK ENVIRONMENT:**

Primarily an office environment, with periodic visits to manufacturing sites or other construction related sites.

**NOTE:**

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and / or assign tasks for the employee to perform as the Company may deem appropriate.*

I have carefully read the contents of this job description. I understand the responsibilities, requirements and duties expected of me.

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Employee Signature

Date

Executive Committee Member Signature

Date

***Miron Construction Company, Inc. is an Equal Opportunity / Affirmative Action Employer***

### **ADA PHYSICAL DEMANDS DOCUMENTATION CHECK OFF LIST**

**Documenting Physical Demands in a job description ensures ADA compliance.  
This form should be maintained in your Department file.**

#### **PHYSICAL DEMANDS:**

**Be sure to specify significant Physical Demands in the job requirements section of the job description. Be certain that lifting weights, physical activities and/or strength, mobility and agility required to perform the job effectively are included when it is important to perform an essential duty. Clarify how much on-the-job time is spent on the physical activities such as standing, walking, sitting, using hand to finger, handle, or feel; reaching with hands and arms; climbing or balancing; stooping, kneeling, crouching or crawling; talking or hearing; and tasting or smelling. Use the chart below to develop your description of physical demands.**

How much on-the-job time is spent on the following physical activities? Show the time by checking the appropriate boxes.

	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>To 2/3</b>	<b>Over 2/3</b>
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Taste or smell	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*i.e., Position requires standing 1/3 of the time.*

Does this job require that weight be lifted or force be exerted? If so, how much and how often? Check the appropriate boxes.

#### **Amount of Time**

	<b>None</b>	<b><i>Under</i> 1/3</b>	<b><i>To</i> 2/3</b>	<b><i>Over</i> 2/3</b>
Up to 10 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*i.e., Position requires lifting 1/3 of the time up to 10 pounds.*

Does this job have any special vision requirements? Check all that apply.

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- No special vision requirements

**Specify below the essential job duties that require the physical demands indicated above.**

Office environment that requires extensive computer work.

Any special physical demands should be clearly communicated to any applicants applying for this position and all employees occupying this position.