



MartinGray PR, LLC

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TECHNICAL SUPPORT SPECIALIST

Responsibilities

- Field incoming help requests from end users via telephone and email in a courteous manner; document all pertinent end user identification information, including name, dept., contact information, & nature of problem
- Access software updates, drivers, knowledge bases, and frequently asked question resources on the Internet to aid in problem resolution
- Extensive wireless device management such as iPhones, iPads, and windows phones, etc.
- Provide printer support operations as required
- Provide administration of issuing and maintaining user accounts, passwords and access to data files
- Perform local back-ups as required; i.e. backup the end user's hard drive when performing operations that could result in the loss of data or backup files when re-imaging a machine
- Provide help for software backups, updates and recoveries.
- Provide installation, testing, troubleshooting and maintenance of Operating System and applications Software.
- Provide corrective maintenance troubleshooting for software malfunctions
- Perform operator/user maintenance and minor repairs on hardware and peripherals including routine cleaning and maintenance of equipment
- Install, configure, and re-image, and maintain desktop operating systems
- Track, maintain, and distribute a stock of consumables and equipment cleaning supplies for IT equipment as identified by On-Site Manager or Lead (e.g. toners, ink, CD-Rs, DVDs, etc.)
- Dispose of used consumables and equipment cleaning supplies
- Assist with monitoring the disaster recovery process, procedures and policies
- Assist with analysis and diagnose system failures
- Ensure technical safeguards are maintained to provide controlled user access, integrity of electronic mail, applications and user data