



**Job Title:** Tech Support Analyst

**Location:** Boston

**Reports to:** Director, Information Technology

**Summary:** The Tech Support Analyst is responsible for troubleshooting system and end user problems, analyzing operations, as well as repairing, installing and upgrading hardware and software systems. The Tech Support Analyst is required to have strong Windows support skills and be able to juggle multiple tasks.

**Responsibilities:**

The Tech Support Analyst will be responsible for defined work and projects with varying complexity, including:

- maintaining computer systems, diagnosing and troubleshooting problems, analyzing operations, repairing, and installing and upgrading hardware and software systems
- assisting employees with IT issues in a prompt and professional manner and following up to ensure completion
- identifying proactive measures, whenever possible, to reduce or eliminate similar problems in the future
- receiving and accurately recording end-user requests
- maintaining appropriate documentation of processes and procedures to aid other IT staff members
- performing research, introducing new technologies, and upgrading existing software applications
- providing ad-hoc, one-on-one training as appropriate by assisting users with questions and procedures for business continuity, and to increase productivity.
- understanding the business operations of the Company by being aware of business function, and using this knowledge to provide technical assistance.
- adhering to the Company's ethics and security policies, as well as the Company's attendance policies through regular and prompt attendance.
- any other duties as assigned or requested

**Education:** Associates or Bachelor's degree in Computer Science preferred; IT Certification.

**Experience:** 2-5 years of technical experience, and basic knowledge of computer hardware and software installations, upgrades and troubleshooting.

**Required Skills:**

The successful candidate will be task-driven, customer oriented, able to work with little supervision, and knowledgeable of standard IT concepts, practices, and procedures, as well as:

- have strong customer service skills, strong organizational skills, solid written and oral communication skills
- ability to handle multiple tasks with emphasis on quality and fast customer service

- proficient in Microsoft Excel, Word and Outlook
- ability to multi-task and adapt to shifting priorities
- ability to convey detailed or important instructions or ideas accurately and in a timely manner