



Position Description

Job Title:	IT Field Service Technician	Job Code	
Department:		Revision Date:	07/17/2018
Salary Range (optional)		Hiring Manager:	
Position Type	Part time		

Overview of MFR Consultants, Inc.

MFR Consultants, Inc. is a professional services firm certified by the U.S. Small Business Administration as a Woman Owned Small Business (WOSB), an Economically Disadvantaged Woman Owned Small Business (EDWOSB), and a Small Disadvantaged Business (SDB). Founded in 1989 by Maria Frizelle Roberts, President and CEO, MFR provides end-to-end solutions in the information technology, business advisory, and administrative support areas.

Our national team of fifty (50) experienced consultants and subject matter experts allow us to utilize best practices toward immediate response of client demands and requirements.

Who We Are:

- Our Subject Matter Experts (SME) specialize in business advisory and information technology services. We offer core competencies in a wide range of industry sectors including defense, public safety, transportation, energy, and health/human services.

Position Summary

This position is responsible for the day to day service support for hardware and software in the field at the client's location. The service is delivered at the quality level specified in the service level agreements and this position is responsible for optimizing resources and identify improvements.

Essential Functions

Technical

- Provides primary (Level 1) support of mobile devices, laptops and hardware issues, outages for equipment deployed in various locations/depots within the City of Philadelphia.
- Provide imaging, inspection, troubleshooting, pickup, drop off, repair and return of system hardware and software
- Serves as a problem identification and resolution resource, including answering questions, providing advice, troubleshooting, and following-up to assist users.
- Resolves problems as presented from the client.
- Provides on call support: Diagnoses potential problems over the phone. As needed IT Field Service Technician will either travel to client and fix issue or will retrieve the system from the client depot and repair at central facility.
- Troubleshoots any software and hardware problems through debugging, testing, with prime contractor/vendor assistance.



Position Description

- Provides support in the installation and coordination of system wide software/hardware updates/upgrades if requested.
- Define business challenges, processes and measurements and translating them into technical solutions to achieve clients' expectations

Operational

- Call and schedule visits to each depot every morning as needed to ensure proper functioning of tablets and devices in the field. Performs daily pickups of HW from depots throughout the City. Transports replacement hardware when applicable.
- Keep peers / manager informed of trends, significant problems and delays, keeps customers informed of global problems or scheduled downtime, and customers updated on status of reported problems.
- Actively communicates technical issues or project details to the Team Manager and technical team.
- Must be able to troubleshoot complex problems with multiple technical sources.

Recordkeeping

- Maintains accurate, effective, and timely incident response documentation.
- Enters incidents into ticketing system. Ensures resolution within the documented Service Level Agreement timeframes.
- Documents and maintains records of end user issues, network issues, and hardware/software repair status.
- Field inquires on application use and document requests in ticketing system.

Others

- Performs other duties as assigned.

Competencies

1. *Customer focus* -- Dedicated to meeting the expectations and requirements of internal and external customers
2. *Interpersonal savvy* -- Relates well to all kinds of people – up, down and sideways inside and outside of the organization; uses diplomacy and tact; builds constructive and effective relationships. Utilize interpersonal skills to collaborate and team with coworkers, clients and others
3. *Peer relationships* -- Can quickly find common ground and solve problems for the good of all; can represent their own interest and yet be fair to others; is seen as a team player and is cooperative; gains trust easily; encourages collaboration
4. *Problem solving* -- Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis
5. *Drive for results* -- Can be counted on to exceed goals successfully; very outcome focused; steadfastly pushes self and others for results.
6. *Self knowledge* -- seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings
7. *Process Management* -- Good at figuring out the processes necessary to get things done; knows how to organize people and activities; can see opportunities for synergy and integration where others cannot; can simplify complex processes



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Knowledge, Skills and Abilities

- Knowledge of LifeNet Wireless Gateway is a plus.
- Knowledge of Computer Aided Dispatch (CAD) is a plus.
- Familiarity with Aladtec scheduling software and Intermedix FleetEyes software and Medios EHR software is a plus

Qualifications (Education and Experience)

- AA/AS, degree with at least 3 years experience in an IT Field or a Bachelor degree with at least of 1-year experience in the IT Field.
- Working knowledge of mobile devices, laptops, tablets, wireless devices, routers, and networks
- Experience in installing and maintaining new hardware (GPS, docking stations, and cables).
- Experience in working with Microsoft Windows 7, 8, 10, Microsoft Office, Microsoft Visio, Microsoft Project.
- CompTIA Network +, CompTIA A+, and MCSE Certifications (preferred)
- Experience with data backup and recovery.
 - Knowledge of Cyberlink or Acronis Image is a plus
- Experience in Healthcare IT is a plus

Additional Information

This is a Part time position

- Schedule: 24 hours / week 8:00 a.m.-4:30 p.m. Regular weekend hours plus one weekday; potential for 10% additional hours based on customer demands
- Travel – City of Philadelphia Up to 75%
- Sponsorship -- No Sponsorship Available

MFR Consultants, Inc. is an equal opportunity employer and gives consideration for employment to qualified applicants without regard to race, age, color, religion, sex, national origin, disability, protected veteran status, sexual orientation or gender identity.

Please submit your cover letter and resume to jobs@mfrconsultants.com.