



APPENDIX A

Source Interlink Career Opportunity Form

POSTING DATE: 10/8/09

POSITION: Technical Support Specialist I (Applications)

DEPARTMENT: IT

LOCATION: Bonita Springs, FL

REPORTS TO: VP, IT

FUNCTIONS:

- This position will be a 2nd level support position, and serve as a bridge between end users and management, and the help desk support and programming groups.
- Works in a high volume support center environment
- Provide the incident management along with technical/functional knowledge necessary to resolve customer (both internal and external) problems
- Capture appropriate failure information and search knowledge for complex known solutions using available systems, tools, and resources to resolve the customer problems
- Perform troubleshooting activities, escalate problems to the appropriate party(s), and assist in communicating the solution
- The candidate will be expected to have a "lightly technical" background to ensure a clear understanding of systems and infrastructure, but should develop and maintain a working knowledge of current hardware, software, firmware, processes, and tools
- Being a fast learner in an unstructured environment is a key requirement.
- The candidate will be expected to assist the end user in making more effective use of the systems (where the systems can perform the desired functions), and assist the user in researching desired alternatives, validating proposed programming changes with the user and technical communities, and turning those into change requests.
- After implementation, they will also be partially responsible for acceptance testing and rollout, documentation for end users and training the end user in changed and newly written systems.
- Light travel required as needed

REQUIRED QUALIFICATIONS:

- Bachelor's degree in Computer Science or related field strongly preferred
- 1-3 years relevant experience in an application/software support or a technical support role
- Excellent communication skills (verbal and written)
- Proven experience providing direct support including problem analysis, issue tracking, escalation and resolution
- Ability to work in a fast-paced environment with little direct supervision
- Thorough knowledge of Microsoft operating systems
- Windows 98, NT, 2000, or XP
- SQL skills: SQL Server Administration and/or understanding of SQL queries

- Network and internet technologies and communication protocols: TCP/IP, FTP, HTTP, etc.

HOW TO APPLY FOR THIS POSITION:

Email resume, letter of interest and salary requirements to: **jobs@sourceinterlink.com**