JOB TITLE: Upgrades Technician
DEPARTMENT: Support
REPORTS TO: Vice President of Support
FLSA STATUS: Non-exempt

JOB SUMMARY / DESCRIPTION:

The Upgrades Technician is responsible for scheduling, completing the pre-upgrade process for, and carrying out Catapult upgrades. The Upgrades Technician is expected to adhere to all Upgrades policies and procedures, which outline the processes and services to be performed.

GOAL / OBJECTIVE OF ROLE:

This role is expected to schedule and perform software upgrades at a high-quality level which are assigned by the Upgrades Coordinator (UC), whether requested directly by the customer or needed to resolve a customer issue. The UC sends alerts to Support of needed upgrades and ensures that the upgrade is assigned to an Upgrades Technician at least 72 hours prior to the scheduled upgrade.

RESPONSIBILITIES:

- Perform upgrades for our customers, utilizing all pre-upgrade and upgrade checklists in SupportNet templates.
- Alert Support when resources are needed to perform upgrade.
- Update the upgrade queue in SupportNet when an upgrade is completed.
- Communicate to and obtain approval from both the customers and Accounting for all applicable fees (e.g. after-hours fees), and send the customers' SupportNet tickets to Accounting for billing upon completion of the upgrade.
- Maintain all communications with customer prior to upgrade to ensure steps needed are completed prior to upgrade and that the customer understands the process and any features or services that will be down during the upgrade.
- Create appropriate tickets for any unresolved issues or questions the customer may have after the upgrade.

QUALIFICATIONS:

- Excellent written and verbal communication skills
- Ability to self-manage
- Strong scheduling abilities
- Ability to learn, use, and troubleshoot retail software and related hardware
- Basic knowledge of PC hardware, and Windows and Linux operating systems software
- Strong customer service skills
- Ability to follow and write step-by-step instructions