~~TU Proposal~~AP counterproposal
~~June 7, 2023~~December 14, 2023

Technical Support Specialist

The AP Global Technical Support team provides 24x7 support for all global products and services for AP's staff and external clients. Technical Support Specialists assist with any technical problems reported by staff and external clients via email/cases, phone, and live chats.

RESPONSIBILITIES:

- Assist external clients with APIs setups
- Assist and support Elections setup and applications
- Troubleshoot and resolve issues related to Azure, Intune, SCCM and other tools used for deployment and management of AP hardware and back-office applications
- Deploy and support MAC and PC hardware
- Provide support during Special events (optional)
- Deploy mobile devices and support, iOS, and Android
- Setup photo and video equipment
- Provide AP staff account management, password resets, assist with management of membership of distribution lists and groups
- Provide account management for any portals used by the AP external clients
- Provide support for Video technology and services used by external clients and AP staff
- Modify customer entitlements as necessary
- Generate API keys and welcome letters
- Administer various roles for external clients in the eAP system

- Troubleshoot issues with Amazon and Microsoft cloud-based applications
- Support third party tools used for collaboration and information sharing
- Track all support activities through AP support tools
- Troubleshoot access and functional issues with all AP Customer Portals
- Troubleshoot and resolve issues with printers, conference rooms, and other office equipment
- Troubleshoot and resolve issues with VPN connections / Wi-Fi networks/VOIP phone systems
- Provide peer to peer training on as needed basis
- Work on special projects, as necessary
- Travel may be required
- Work on bureau relocations and setup, as necessary
- Must be available to work flexible hours and longer shifts, as necessary

JOB QUALIFICATIONS:
- College degree, technical degree or acceptable experience is required
- 1+ year(s) customer support experience (telephone, email, online chat, etc.) is required
- Prior News and Media industry experience is a plus
- Must possess a service-oriented attitude and be able to communicate and coordinate well with clients and global team members via designated work channels
- Communicate effectively and professionally with staff of all levels
- Proven ability to work in a team environment
- Must be a self-starter with the ability to multi-task, manage multiple workloads, take accountability, and deliver results to meet competing priorities in a busy environment

- Familiarity with client integrations pertaining to various Content Management Systems and Vendor Solutions

- Experience with Windows, MAC OSs preferred.

- Understanding of network protocols TCP/IP, HTTP, FTP, SMTP and NNTP. Must be able to troubleshoot problems related to these protocols

- Working knowledge of video and audio technology is a big plus

- Working knowledge of modern hardware deployment technology and be able to assist with any issues

- Working knowledge of XML and Jason is a big plus

- Knowledge of Salesforce and EasyVista is a big plus