



## **IT SUPPORT TECHNICIAN**

### **Job Description**

**OVERALL JOB PURPOSE:** The IT Support Technician will be responsible for serving as the initial point of contact for end users, providing support on a variety of issues by responding to telephone calls, email and associate requests for workstation, applications, or hardware related technical support. The IT Support Technician is a team member role with responsibilities of working closely with a team of technicians to support the various operating systems, hardware platforms, applications and networking technologies.

#### **ESSENTIAL FUNCTIONS:**

- Provide 1<sup>st</sup> and 2<sup>nd</sup> level technical support for all locations, computer systems, & users
- Troubleshoot user problems related to all in-house and SaS business systems
- Configuration of new workstations and system parts
- Perform preventative maintenance on corporate workstations, laptops or mobile devices
- Resolve issues in conjunction with other staff and vendors as needed
- Printer configuration and support
- Asset and license management
- Implementing system software and application modifications
- Maintain and troubleshoot server software and hardware issues (physical & virtual)
- Maintain information on all support requests in ticket tracking database
- Follow up with support staff and with customer to ensure satisfactory issue resolution
- Respond to all support requests in a mature, friendly, and timely manner
- Communicate system problems/downtime to team and management in a timely manner
- Setup laptops, workstations, printers and mobile devices to corporate standards
- Produce relevant technical documentation and training for the end users
- Participate in developing or setting standards for IT Dept. as directed
- Maintain all company Information Technology standards
- Analyze data requirements and create logical and physical models of data flow.
- Understand and evaluate business requirements
- Provide leadership in establishing and documenting data standards
- Participate in the on-call support rotation to the 24/7 team
- Other duties may be assigned based on business needs.

## **ESSENTIAL REQUIREMENTS:**

### **EDUCATION:**

Professional certifications such as A+ certification, Cisco CCNA or Microsoft Certified Professional (MCP) preferred. Bachelor's degree in computer science or equivalent technical work experience is highly desirable.

### **EXPERIENCE:**

- 2-4 years+ of Desktop Support experience **REQUIRED**
- Supporting PC Hardware in a Microsoft desktop environment
- Linux
- Powershell
- VBScript
- Virtualization
- Office 2013, Office 2016, Office 365
- Perimeter and LAN network & security

**ABILITIES:** Must possess excellent problem-solving skills and customer service skills. Ability to quickly learn new ideas and concepts. Advanced knowledge and ability to troubleshoot Windows (7 and 10 and Server 2012) operating systems and applications. Advanced knowledge of remote access applications. Proven computer hardware troubleshooting ability. Applications supported include: Outlook, Office, and hand-held devices. Experience with troubleshooting printers (both network and stand-alone). Able to solve network connectivity problems, understand TCP/IP protocols as well as routing. Ability to lift up to 30 lbs.