

## **Description**

The IT Support Technician will serve as an assistant to the IT Director. The responsibilities that could include but are not limited to provisioning, installing, operating, and maintaining systems hardware, software, and related infrastructure. Must have the ability to think through problems and come up with innovative solutions, possess a strong learning ability, be willing to adapt to internal SOP's, and be eager to work in a rapidly changing environment.

## **Essential Duties and Responsibilities** (includes, but not limited to):

- Provide IT support for all internal users.
- Monitor email and/or Service desk tool to respond quickly and effectively to requests.
- Maintain barcode scanning technology, printers, etc.
- Perform data entry tasks related to the ERP system.
- Analyze and Troubleshoot any technical issues related to the ERP system.
- Escalate and reassign specialty tickets as needed.
- Maintain complete inventory of computers, computer related equipment, networking equipment, phones, and other consumable supplies and parts.
- Relay issues and recommend improvements to the IT Director.
- Provide or coordinate basic training/instruction for clients.
- Maintain and assist with creating procedures, technical support documentation and knowledge base documents.
- Manage Active Directory and other systems.
- Manage and maintain virus protection, firewalls, and security patches.
- Perform other duties as assigned by the Information Technology Director

## **Education and Experience**

- Bachelor's Degree in Information Technology or related; or equivalent experience.
- Minimum three (3) years of experience working with/supporting an ERP system.
- Minimum three (3) years of Microsoft Windows, Microsoft Office, and Microsoft Office 365 experience. Excel experience required.
- Minimum four (4) years of experience in a support or helpdesk focused environment; Ability to demonstrate exceptional customer/user service.
- Minimum two (2) years of experience or equivalent practical knowledge of networking. LAN, WAN, and Wi-Fi.
- Microsoft Windows Server & Active Directory experience is desired.

## **Skills and Abilities**

- Strong computer hardware and software maintenance and troubleshooting skills and experience.
- Ability and willingness to and learn new technologies and apply them effectively.
- Excellent oral and written communications skills with customers and peers; tactful and effective customer communications.
- Ability to quickly resolve problems.
- Ability to work effectively with minimal supervision.

## **Other Information**

We offer a comprehensive package to include - wages, benefits, medical, vision, dental, disability, life insurance, 401(k) with company match, paid vacation and holidays.