

## POSITION SUMMARY:

Provide first and some second level information technology support to small and medium commercial operations. Provide order logistics and manage administrative support for clients. Complete maintenance on contract computers and provide management recommendations. Manage the monitoring center for any active issues and address or elevate as necessary. Take direction from and assist Senior Information Technology Analysts with small and medium commercial information technology operations. To learn and develop new skills as obligatory to provide the assistance required of a Senior Information Technology Analyst and the company.

## ESSENTIAL FUNCTIONS:

- Provide first and some second level hardware/software/network information technology support to small and medium commercial operations.
- Elevate support requests to the senior staff when unable to resolve an issue.
- Provide written, oral and other technology support to all users and clients.
- Analyze and create innovative and resourceful technology-related solutions to address problems or inefficiencies; creating proposals as necessary to address these problems or inefficiencies.
- Manage order logistics for all clients.
- Provide administrative support with all clients: renewing SSL certificates, antivirus software subscriptions, domain renewals and others as necessary.
- Contact necessary vendors and support outlets to meet client hardware/software/networking demands.
- Develop and maintain courteous and professional relationships with clients in a multi-vendor environment.
- Manage and track personal time/expenses and documents all information technology support provided to clients for all projects.
- Prioritize and manage outstanding projects.
- Create supporting documentation of network and hardware/software configurations.
- Produce documentation to explain and educate clients of proper information technology network/hardware/software operations. Assist with suggesting and implementing the maintenance of policies and procedures as directed.
- Assist Senior Information Technology Analyst and other Information Technology Analysts with technical support and administrative functions.
- Continuously learn new skills and obtain necessary network/hardware/software knowledge to accomplish more advanced corporate technology-related tasks.
- Report all activities to a Senior Information Technology Analysts or as appropriate.

## QUALIFICATIONS:

- Bachelor or Associate degree, information technology study preferred, High School Diploma or GED with college credits
- One or more years of experience supporting PC hardware, wired and wireless local area networking and Microsoft software, Macintosh/Apple workstations
- Working knowledge of the following technologies, demonstrated knowledge required within six months probationary period:
  - **Networking** – TCP/IP v4, TCP/UDP ports, ICMP, NetBIOS, AppleTalk, DNS, DHCP, file/printer sharing, RDP, wireless A/B/G/N, Category 3-6 wire, RG59 and RG6
  - **Software** – All Microsoft workstation operating system versions, all Microsoft Office versions, Apple/Mac OS9/X, Adobe/Macromedia, Google, McAfee/Symantec/Trend Micro AV products, email/browser clients, Sage products, Intuit products
  - **Hardware** – PC workstations (all associated hardware), Mac workstations (all associated hardware), network equipment (i.e. switches, routers, hubs, etc.), data cabling (data/telephone/video), SATA, IEEE, PCI/PCIx/PCIe

- **Microsoft Servers** - Active Directory, Exchange Management Console user management, Small Business Server Console
  - **RAID** - Specifically 0 and 1, use and application in workstations
  - **Security** – Workstation - software antivirus/firewall, SPAM, phishing, malware, infection removal, parental controls, content filtering
  - **Managed Policies** - Review and understand how scripts and policies apply to workstations
  - **Virtual/Imaging** - Virtual PC, Windows XP Mode, workstation imaging
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- Demonstrated business, analytic, written and oral communications skills
  - Self motivated and works well in groups
  - Organization skills
  - Reliable transportation
  - Mobile phone with email access