



IT Support Technician

PROGRESSION OF SUPERVISORS:

IT Manager, Director of Four Star Sales, Managing Director, Vice President, President

JOB SUMMARY:

Install, maintain, troubleshoot and repair hardware, software and networking systems resulting in a high level of end user satisfaction. Utilize knowledge of equipment and systems in order to effectively manage and prioritize workload.

ESSENTIAL FUNCTIONS:

- Utilize and maintain helpdesk software – including identifying and addressing trends, reporting on time needed to successfully close each ticket and areas in need of training for employees.
- On-site and Remote Support, including after hours
- Identifying, troubleshooting and resolving Technical Problems to the end user's satisfaction
- Updating Computer Related Systems
- Installing new hardware, software, cables, connections, and consumables
- Performing or Administering and tracking Preventative Maintenance
- Documenting Related Systems, Processes, and Procedures
- Management, Inventorying and Auditing of IT Assets
- Performing or Administering Employee Training
- Establish relationships with and maintain open communication with all relevant vendors
- Maintain a high degree of Confidentiality
- Attend, be prepared for and Participate in Meetings
- Accurately uses the time and attendance system to change jobs
- Accurately documents status of all assigned jobs with minimal supervision
- Drive to and from assigned locations

ESSENTIAL WORK HABITS:

- Establish priorities, work independently, and accomplish objectives with minimal supervision.
- Reports to work as scheduled maintaining a level of absences that results in minimal departmental disruption and minimal unfair burden on other employees.
- Communicates effectively with supervisors and employees, resulting in positive morale and minimal conflict
- Presents a consistent level of professionalism and patience when interacting with both employees and customers.
- Works effectively as a team member

- Strives to learn and improve. Seeks out ways to better themselves and the company. Takes on responsibilities. Is hardworking and self-motivated.
- Establish and meet deadlines
- Maintain clean, neat, and organized work areas

ESSENTIAL SKILLS:

- Strong written and verbal communication
- Strong troubleshooting and problem solving
- Earn and maintain the trust and respect of all employees, co-workers and customers
- Possess an intuitive nature with the ability to quickly learn new tasks and procedures

QUALIFICATIONS:

Requirements

- High school diploma or equivalent required
- Valid Drivers License
- Valid Work Platform Operator Permit upon completion of provided training
- 1 to 2 years of relevant experience or equivalent combination of education and work experience
- Experience with end-user support process for desktops and laptops (first-call resolution, problem tracking via help desk system, prioritizing work requests)
- Working knowledge of Windows OS, Windows Server OS, Active Directory, Terminal Services, Group Policy and/or related technologies

Preferences

- 2 to 4 years of relevant experience or equivalent combination of education and work experience
- Working knowledge of server hardware, cabling, and data center infrastructure
- Working knowledge of both handheld and fixed barcode scanners
- Prior experience with Dell KACE and/or other help desk software
- Prior experience with Dell KACE and/or other imaging or ghosting software
- Prior experience with Dell KACE, WASP and/or other asset management software
- Prior experience with Windows and/or Apple Desktop and/or Server Support
- Prior experience with Cisco and/or Ruckus wireless systems
- Prior experience with Acronis or Symantec Backup Exec
- Familiar with Microsoft Office and Exchange
- Familiar with configuring smartphones in a corporate environment, including Exchange
- Familiar with Xerox, HP, and Canon printer management, up to and including physical replacement, network programming, and device setup
- Familiar with Zebra, Datamax, or Sato label printers
- Familiar with Symbol, Motorola, Microscan, or Intermec barcode scanners
- Familiar with Progress, SQL and/or ODBC
- Familiar with Avaya phone systems and software
- Technical Certifications

PHYSICAL ASPECTS:

- Must be able to lift 50lbs
- Lifting and Moving of IT related equipment
- Large percentage of time sitting at a desk utilizing a computer and telephone
- Employee may be exposed to the sun and/or high intensity lights
- Employee may be exposed to temperatures that can be at or 10-20 degrees above outside temperature

At Four Star Greenhouse Inc., we want to insure that you understand what your responsibilities are. If you have any questions as to what is expected of you, you are expected to discuss these questions with your supervisor. By signing this document you are demonstrating that you understand what your responsibilities are, as presented to you on this Job Description. Your signature also demonstrates that you understand that all employees of Four Star Greenhouse are employees at-will. Four Star Greenhouse has the power to terminate anyone's employment with or without cause.

(signature)

(date)

(supervisor/manager signature)

(date)