

IT Tech Support

Job Description

Job Title: IT Tech Support
Employee Name:
Department: IT
Reports To: Director of QA, Justin Watkins
FLSA Status: Nonexempt
Prepared Date: September 21st, 2018

Salary Range: \$15-17hr starting

Position Summary:

IT tech support primary responsibilities are building and maintaining all computers and computer hardware, being primary response on all support tickets, and escalating any tickets beyond their knowledge to the appropriate individual(s). This position will be the liaison between departments. This position will offer room for personal and professional growth as well as additional responsibilities. Position will be 30-40 hours per week.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Primary on all support tickets, will escalate any tickets that require more knowledge than currently possess.
- Be liaison between IT Department and all other departments in daily operations, system changes, implementations, and support tickets.
- Basic IP Networking.
- Build and maintain computer hardware and user stations.
- Maintenance on printers, faxes and copiers.
- Inventory hardware and supplies as well as build budgetary reports on which computer hardware, printers, faxes, etc. need to be replaced.

Other Functions:

- Assist IT Department in other duties as needed.
- Assist in researching and vetting vendors for hardware and software procurement.
- Procurement functions for hardware related needs within the company.
- Be able to QA new programs, software, and implementations with the IT Department.

Education and/or Experience:

- Highschool diploma or GED equivalent.
- Some college or college graduate preferred.
- Experience in tech support, preferably in a corporate environment.
- Experience with Windows administration.
- Experience in building and maintaining computers, printers, fax machines.
- Experience or knowledge of programming languages, C# and/or PowerShell, preferred.
- Experience or knowledge of Windows Server and Hyper-V environment preferred.

Skills and/or Abilities:

- Ability to build reports using Excel or other reporting software.

- Ability to communicate effectively with others and act as liaison between departments.
- Quick learner, able to pick up new technologies quickly.
- Self-sufficient, able to work without always having direct supervision.
- Thorough researcher, ability to thoroughly research new technologies/vendors and report your findings to management.