

POSITION SUMMARY:

Provide first, second and some third level information technology support to small and medium commercial operations. Provide administrative, comprehensive and disaster recovery support for clients. Complete maintenance on contract computers/servers and provide management recommendations. 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, second and some third level hardware/software/network information technology support to small and medium commercial operations.
- Elevate support third level 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, create and deploy innovative and resourceful technology-related solutions to address problems or inefficiencies; creating proposals as necessary to address these problems or inefficiencies.
- Contact necessary vendors and support outlets to research 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.
- Continuously learn new skills and obtain necessary network/hardware/software knowledge to accomplish more advanced corporate technology-related tasks.
- Report all activities to the Senior Information Technology Analysts or as appropriate.

QUALIFICATIONS:

- Bachelor or Associate degree, information technology study preferred.
- Two 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, seven layers of OSI model, VLAN, NAT, LAN/WAN routing, subnet/supernet, PoE, VoIP
 - **Software** – All Microsoft workstation operating system versions, all Microsoft Office versions, all Microsoft server operating systems (emphasis on Small Business Server 2003 and newer), MS Exchange, MS SQL, Apple/Mac OS9/X, Adobe/Macromedia, Google, McAfee/Symantec/Trend Micro AV products, BackupExec, email/browser clients, Windows/Blackberry/Android/iOS mobile operating systems, Sage products, Intuit products
 - **Hardware** – PC workstations, laptops and server (all associated hardware), Mac workstations, laptops and servers (all associated hardware), network equipment (i.e. switches, routers, hubs, etc.), SonicWall, cabling, UPS, SATA/SCSI/SAS, IEEE, PCI/PCIX/PCIe, 64-bit/32-bit device interoperability, NAS, backup tape, rack infrastructure

- **Microsoft Servers** - Active Directory, DNS, DHCP, IIS, Remote Desktop (administration and application), .NET as well basic MS SQL and Exchange infrastructures
 - **RAID** – Specifically 0/1/5/6/10/50, use and application
 - **Security** – Workstation/Server/Network - software and hardware antivirus/firewalls, SPAM, phishing, malware, infection removal, intrusion detection, content filtering, gateway security services, internal threat management
 - **Managed Policies** – Establish and deploy Microsoft Group Policies using ACL and WMI filtering, Apple/Macintosh policies, file redirection, printer management, scripting
 - **Virtual/Imaging** - Virtual PC, Windows XP Mode, Hyper-V, workstation and server 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