

POSITION SUMMARY:

Provide information technology support for all home installments and some commercial operations. Take direction and assist Senior Information Technology Analyst and Operations Manager with advanced commercial information technology operations. Be available and provide technical support to clients on a reactive and proactive practice. 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 hardware/software/network information technology support to all home installments and some commercial operations.
- 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.
- 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 Operations Manager 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 the Operations Manager or as appropriate.

QUALIFICATIONS:

- Bachelor or Associate degree, information technology study preferred.
- Three or more years of experience supporting PC hardware, wired and wireless local area networking and Microsoft software; exposure to non-Microsoft software recommended.
- Working knowledge of the following technologies:
 - **Networking** – TCP/IP, TCP/UDP ports, NetBEUI, AppleTalk, DNS, DHCP, file/printer sharing, RDP, wireless A/B/G
 - **Internet/WAN** – DSL, cable, hardware and software firewalls, routers, dialup, modems, VPN, terminal services
 - **Software** – All Microsoft operating versions, all Microsoft Office versions, Apple/Mac OS9/X, Quicken/Money, Adobe/Macromedia, Corel, Google, McAfee, Symantec, Trend Micro, email/browser clients
 - **Hardware** – PC (all associated hardware), Mac (all associated hardware), network equipment (i.e. switches, routers, hubs, etc.), cabling
 - **Security** – Antivirus, firewalls, SPAM, phishing, malware, infection removal, intrusion detection, parental controls, content filtering
- Demonstrated business, analytic, written and oral communications skills.
- Self motivated and works well in groups.
- Reliable transportation.
- Mobile phone.