

POSITION SUMMARY:

Provide first, second and third level information technology support to small and medium commercial operations. Provide and manage administrative, comprehensive and disaster recovery support for clients. Manage and provide leadership to Information Technology Analyst and help desk staff. Take direction from and assist the executive staff with small and medium commercial information technology operations. Create Technology Needs Assessments for clients and provide sales support as necessary. 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 third level hardware/software/network information technology support to small and medium commercial operations.
- Elevate support fourth level support requests to vendors when unable to resolve an issue.
- Utilize and experiment with laboratory testing and deployment scenarios.
- 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 for personal projects and with the Information Technology Analyst staff.
- 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.
- Provide leadership to Information Technology Analysts as necessary.
- Assist the executive staff and other Senior Information Technology Analysts with technical support.
- Report all activities to the executive staff 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; Macintosh/Apple workstations
- One or more years of experience managing or establishing networks and client-server applications and relationships.
- Working knowledge of the following technologies, demonstrated knowledge required within six months probationary period:
 - **Networking** – TCP/IP v4 & v6, 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, QoS, IPSec
 - **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, Citrix, VMware, Hyper-V, BESx, Centrify

- **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, fiber, UPS, SATA/SCSI/SAS, IEEE, PCI/PCIX/PCIe, 64-bit/32-bit device interoperability, NAS, SAN/iSCSI, backup tape, rack infrastructure, VoIP PBX/gateway/phone (MS Response Point, 3CX)
 - **Microsoft Servers** - All areas of the Microsoft Server, Exchange, Sharepoint, MS SQL 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, advanced firewall ACL and routing scenarios, email tracing
 - **Managed Policies** – Establish, deploy and develop 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, Vmware, workstation and server hardware-independent imaging (Acronis, Ghost, AppAssure, MS DRM)
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- Demonstrated business, analytic, written and oral communications skills
 - Self motivated and works well in groups
 - Organization skills
 - Leadership skills
 - Reliable transportation
 - Mobile phone with email access