

POSITION SUMMARY:

Provide information technology support for commercial operations and some home installments. Take direction and assist the Operations Manager with advanced commercial information technology operations. Be available and provide technical support to clients on a reactive and proactive practice. Provide leadership for Information Technology Analysts.

ESSENTIAL FUNCTIONS:

- Provide hardware/software/network information technology support to commercial operations and some home installments.
- 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.
- Provide leadership to Information Technology Analysts as necessary.
- Assist the Operations Manager with technical support and administrative functions.
- Report all activities to the Operations Manager or as appropriate.

QUALIFICATIONS:

- Bachelor or Associate degree, information technology study preferred.
- Five or more years of experience supporting PC hardware, wired and wireless local area networking and Microsoft software; exposure to non-Microsoft software recommended.
- Three or more years of experience managing or establishing networks and client-server applications and relationships.
- Working knowledge of Microsoft active directory, group policies and NTFS permissions.
- Working knowledge of the following technologies:
 - **Networking** – TCP/IP, TCP/UDP ports, NetBEUI, AppleTalk, DNS, DHCP, file/printer sharing, RDP, wireless A/B/G, category 5, 5e, 6 cabling
 - **Internet/WAN** – T1/T3, DSL, cable, hardware and software firewalls, routers, dialup, modems, VPN, terminal services
 - **Software** – All Microsoft client operating versions, all Microsoft Office versions, all Microsoft server operating systems, Microsoft Exchange/OWA, Microsoft SQL, other Microsoft Server Software knowledge recommended, 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), server (i.e. SCSI, SATA, KVM, etc.), network equipment (i.e. switches, routers, hubs, etc.), cabling
 - **Security** – Enterprise/commercial level: Antivirus, firewalls, SPAM, phishing, malware, infection removal, intrusion detection, content filtering
- Demonstrated business, analytic, written and oral communications skills.
- Self motivated and works well in groups.
- Reliable transportation.
- Mobile phone.