Title: Associate IT Administrator
Reports to: IT Administrator
Location: Ashby, MN

Job Purpose:
The Associate IT Administrator is responsible for keeping the organization's IT environment healthy, secure, and reliable. The Administrator will provide help-desk coverage and hands-on user support for the Ashby location, including laptop setup, hardware troubleshooting, and day-to-day user issue resolutions while also helping to expand and maintain the core infrastructure of the company. This role requires strong attention to detail, technical discipline, sound judgment, and the ability to escalate issues quickly, when appropriate.

Key Responsibilities and Accountabilities:

- Provide help desk support for the **Ashby location**, including new laptop setup, hardware repairs or replacements, peripheral issues, and user troubleshooting.
- Perform **health checks** on critical systems:
  - Endpoint security status and alerts
  - Firewall performance, security events, and uptime
  - Backup jobs and verification of recovery points
  - VM Farm overall health and status
- Administer user accounts, licenses, and permissions in **Microsoft 365** and **on-prem AD**.
- Support and enforce **Group Policies (GPOs)** for domain-joined systems.
- Deploy and manage applications, updates, and compliance policies through **Intune/Azure**.
- Assist with patching, updates, and periodic maintenance windows.
- Document incidents and resolution steps in line with IT standards.
- Own and troubleshoot technical issues independently by gathering details, testing likely causes, researching solutions, and attempting practical fixes before escalating.
- Escalate unresolved or high-priority issues to senior IT staff or vendors.

Basic Requirements:

- 1–3 years of IT administration or technical support experience.
- **Microsoft 365 (cloud domain)** — user/device management, Exchange, Teams, SharePoint
- **Active Directory (on-prem)** — OU structure, GPOs, user accounts
- **Microsoft Intune/Entra** — application deployment, compliance policies, conditional access
- Endpoint protection tools (Sentinel1, Defender, or similar)
- Firewalls and network setup and maintenance (TCP/IP, DNS, DHCP, VPN, VLAN)

Preferred Requirements:

- Hyper-V and VM management experience (setup & configuration, storage management, etc)
- Basic DBA Experience. Basic understanding of SQL management and setup.
- Powershell and scripting knowledge (Power BI and PowerAutomate a plus)

- Resourceful problem-solver who takes initiative to research, troubleshoot, and resolve roadblocks independently before escalating.