



Title:

Information Technology Technician

Reports to:

IT Administrator

Job Purpose:

Provides Information Technology support to multiple production locations. Support responsibilities include but not limited to, hardware, software, and account management. This position will provide level 1 & 2 technical support to drive overall performance and efficiency of applications and systems.

Key Responsibilities and Accountabilities:

- Serving as the first point of contact for IT support within the organization such as but not limited to computers, printers, copiers, security cameras, phones, software, various Microsoft suites and network support
- Provides education to fellow employees to increase product workflow
- Installing, configuring, and maintaining software and hardware components of computer and network systems
- User Account Management, including provision/deprovision accounts
- Diagnosing and troubleshooting software and hardware issues
- Repairing and replacing damaged computer and network components
- Ensuring the security of servers and computers by installing and upgrading antivirus software
- Maintaining and updating technical documentation regularly
- Installing, terminating and maintain Ethernet and fiber cables and connectors
- Inventory and lifecycle management of technology assets
- Administer and deploy door control and camera systems
- Promote personal and company image throughout the community
- Travel domestically up to 5% (2-3 weeks)

Requirements:

- 2-year technical degree or 3-5 years equivalent work experience
- Experience: 1-3 years IT support experience
- Extensive knowledge Windows desktop and server OS and Microsoft 365 applications
- Practical understanding of TCP/IP, DNS and DHCP
- Able to carry 50lbs and climb ladders