

JOB POSTING

JOB TITLE: IT Technician
Department: Information Technology
Reports To: IT Manager

POSITION SUMMARY: Under the supervision of the IT Manager, this position assists with daily operations and maintenance functions of the computer systems, telephone systems, and various network components within the Facility.

DUTIES:

- Assist the IT Manager in troubleshooting network and server problems.
- Assist the IT Manager in installing and maintaining computer systems, telecommunication systems, networking systems, switchboard console and other required systems.
- Oversee backup of network resources and data throughout the network.
- Assist the IT Manager in maintaining up to date virus software and definitions on all computer systems throughout the network.
- Maintain software inventory and licenses for the CIB and any third party vendors that purchase service through the CIB Information Technology Department.
- Track hours worked on projects for use in tracking resolutions throughout the Facility and to aide in billing third party vendors.
- Troubleshoot problems with the above-mentioned systems, both hardware and software.
- Facilitate network, hardware, and software changes that will benefit the organization.
- Assist the IT Manager with tasks needing completion or as specified by the IT Manager.
- Develop database or other software solutions to assist users in continuing to improve efficiency and reliability throughout the network.
- Answer technical support calls and provide end-user support for computer, network, and telecommunications systems.
- Responsible for creating training classes for end-users that will help them with their daily tasks.
- Conduct basic preventative maintenance.
- Other projects and duties as assigned by the IT Manager.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and be skilled in oral and written communication. Must have the ability to work well with others in effectively assisting users to identify and express problems. Must have the ability to effectively follow through with hardware and software installation, maintenance and upgrades. Familiarity with ConCentrics a plus. Must be able to work evenings and weekends when needed.

EDUCATION/EXPERIENCE:

Associate's degree (A.A.) or equivalent from two-year college or technical school; or one to two years related experience and/or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Advanced knowledge of Windows OS and applications.
- Knowledge of MS Exchange and Outlook functions.
- Familiarity with MS NT/2000/XP and networking basics.
- A+ and/or Network+ Certification a plus.
- Familiarity with ConCentrics a plus
- Familiarity with Veritas or other backup methods to ensure data security and integrity throughout the network.
- CCTV and access controls a plus
- Nortel phone system a plus

PHYSICAL DEMANDS and WORK ENVIRONMENT:

This position requires frequent standing, walking, sitting, kneeling and repeated bending. Frequent reaching: high/low/level with occasional lifting from 20 lbs. to 75 lbs. Working conditions also require working both inside and outside the Facility.