

JOB DESCRIPTION

Position: IT Support Technician
Department: Information Technology
Reports To: VP of Information Technology
Level: Non-Exempt

POSITION SUMMARY:

The IT Technician is responsible for aiding with employee IT needs, system administration and maintenance, and vendor relationships. This is a hands-on role supporting the VP of IT, maintaining day to day system support in line with company policies and practices contributing to the achievement of company goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Daily Operations and Help desk coverage for the Biocoat IT multi-building environment
- On board employees: Explain IT services, configure, deploy and support PCs + VOIP phones
- Diagnose and resolve software and hardware PC problems (Windows 7, 10)
- Manage Windows Server: Group policy objects, file permissions, user accounts, passwords, etc.
- Setup Office 365 accounts, load Office software, configure Outlook
- Setup network printers to configure scan to Email on workgroup printers
- Create and update detailed IT support documentation, including the Corporate phone directory
- Confidentially manage IT tasks associated with employee accounts
- Interact with IT vendors, perform timely escalation, aggressively seek problem resolution
- Work with Leadership Team to logically organize business data storage
- Coordinate Audio/Visual equipment setup, and troubleshooting
- Continuously review and validate proper operation of the company backup system(s)
- Anticipate requests, research and obtain appropriate IT products/services to maintain support environment
- Replace damaged or failed equipment on appropriate schedule; RMA defective equipment
- Provide support to offsite employees: diagnose and support VPN access
- Participate in implementing support systems: help desk, remote management, Windows Update
- Ensure interactions are consistent with company values and treats others with dignity and respect
- Other duties and responsibilities as assigned

QUALIFICATIONS & REQUIREMENTS:

- Bachelor's degree or Associates degree with certification in IT or equivalent experience.
- 3+ years managing and deploying Windows PCs in a corporate environment.
- 2+ years demonstrated experience in the following: maintaining Office365: (Outlook, Word, Excel, PowerPoint); use of basic network tools: ping, tracert, nslookup; Meraki Networking Services; installation and maintenance of MS Terminal Server; VMware or Hyper-V; MS Dynamics, Salesforce
- 1+ years creating and managing virtual services in Microsoft Azure.
- Basic understanding and troubleshooting of TCP/IP addressing: DHCP, masks, gateway, DNS.
- Ability to rapidly understand functionality of new IT products and services that are introduced.
- Demonstrations of: accountability, ownership of problem resolution, customer service values.

PHYSICAL REQUIREMENTS:

- Office environment with occasional manufacturing and warehouse area exposure
- Bending, stooping, occasional lifting of up to 30 lbs
- Travel between local offices. Regular hours are: 8:00 AM – 4:30 PM, M-F with some occasional after-hours and weekend work required