

**IT TECHNICIAN JOB DESCRIPTION**

**General Description of Position:**

We are looking for an experienced, hands-on IT Desktop Technician to assist with and oversee the implementation, backup, and support for all hardware, software, and network policies for our growing operation.

The IT Desktop Technician will provide the basic technical support for both onsite and remote end users with regards to company provided hardware, software, and peripherals in office, manufacturing and warehouse environments.

**SPECIFIC FUNCTIONS OF POSITION:**

* Set up workstations with computers and necessary peripheral devices (laser/label printers etc.)
* Install and configure appropriate software and functions according to specifications
* Provide orientation and guidance to users on how to operate new software and computer equipment
* Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
* Identify computer or network equipment shortages and place orders
* Image, configure and deploy appropriate computer equipment for new employees using company standard image/deployment tools, This equipment is expected to be delivered the day before the new employee arrives and will include the software required for the new employee's position in the company.

**MACHINES OR EQUIPMENT OPERATED:**

Standard office equipment including telephone, PC (MS-Office required), copier etc.

**MINIMUM EDUCATION OR EQUIVALENT EXPERIENCE REQUIRED:**

* Technical, Associates or Bachelor degree. (preferred)
* Two or more year's experience supporting end users.
* Knowledge of troubleshooting Windows operating systems.
* Knowledge of troubleshooting MS Office software.
* Knowledge of software, hardware, and networking.
* Effective interpersonal and customer service skills.
* Excellent attendance and punctuality.
* Excellent diagnostic and problem-solving skills
* Ability to assemble computer components and install OS
* Basic understanding of MS SQL Server (will provide on job training)
* Basic knowledge of Linux
* Any level of coding skills

**PHYSICAL DEMANDS:**

Must maintain metal alertness. Physically capable of walking, stooping, bending, standing. Must be able to lift 25Ibs. repetitively, if required. Must be able to work with daily exposure to chemicals & fragrances. Observe all safety requirements in all areas of the facility.

**Starting Pay Range:** $40,000+ depending on experience