

GLOBAL FINANCIAL PRIVATE CAPITAL

Job Description

Network/Systems Support Technician

Reports To: Vice President/Chief Accounting Officer

Non-Exempt
July 2017

Summary:

The Network/Systems Support Technician will diagnose, troubleshoot, and resolve level 1 technical hardware and software issues. The technician will also setup and remove users, and perform a variety of maintenance, end-user support, and support tasks to ensure company and user requirements are met. This position has primary responsibility for assisting in the management of networking equipment, security appliances, servers, Active Directory, phone systems, and supporting the organization's infrastructure policies and procedures. The technician will work closely with outsourced IT support on matters to support the company network and will work closely with phone vendor on troubleshooting and correcting phone issues.

Duties and Responsibilities

- Review ticket queue for new help tickets on a regular basis
- Prioritize outstanding tickets
- Work consistently and quickly to resolve the cases they are qualified to handle, and coordinate with outside vendors on cases requiring their attention.
- Document case actions during resolution process and log all interactions
- Stay current with IT environment, changes and updates
- Research diligently to find solutions for problems
- Identify and escalate problem tickets and urgent situations to the proper resource
- Keep work area and equipment room organized
- Notify manager of lack of resources
- Identify issues and suggest operational improvements
- Work closely with third party vendors in support of network, email and other related software/hardware installations
- Other duties/responsibilities may be assigned on an on-going basis
- Excellent verbal and written communication skills

Education/Experience

- Associates degree (A. A.) from two-year College; or two to three years help desk experience and/or training; or equivalent combination of education and experience

Computer and Technical Skills

- Ability to identify and resolve computer system malfunctions and operations problems
- Experience with Hardware troubleshooting and repair
- Intermediate level Microsoft Office/Microsoft Desktop OS support experience
- Basic networking knowledge
- Windows Server 2003 and Active Directory experience
- Some Exchange 2003 and 2007 experience
- Knowledge of Mitel Phone Solutions with 1-3 years of technical support experience

Certificates and Licenses

- Required: A+ Certification
- Preferred: MCSE, MCITP, MCA, Network Administration, Telephone Experience

Other qualifications

- Ability to lift and carry up to 40 lbs.
- Ability to travel up to 10%

Job Summary

Employment Type: Full-Time (Non-Exempt)
Job Type: Technology

Supervisor Signature

Employee Signature

Date

Date