

Position Description

Position Title: Computer Support Technician
Reports To: Director of Information Technology
Department: Administration / Information Technology

Position Summary

This position is responsible for first call resolution of end-user support requests; triaging incoming helpdesk support tickets; assisting with the patching of desktop workstations and business applications, end-user support and helpdesk duties; assisting with the installation and support of hardware infrastructure; for maintaining the Firm's hardware and software asset inventory, and; for assisting in the implementation and support of various new technology and business applications within the Firm.

Key Responsibilities

Helpdesk Support:

- Have a thorough understanding of the Microsoft Windows 10 operating system and provide technical support for the operation of the Firm's workstations and end-users.
 - Escalate complex issues to the Network Administrator or the Director of IT.
- Answer end user technical support calls and maintain the Firm's helpdesk ticketing system.
- Provide first point of contact troubleshooting techniques to assist end-users with service requests related to their computer systems, including troubleshooting hardware and software and peripheral equipment issues.
- Have a basic understanding of VoIP telephone systems, Internet connectivity, Wide Area Networks and email systems in order to provide system and user support as needed.

Workstation Support

- Act as the primary point of contact and a technical resource in assisting end-users with problems with their equipment, applications, and data.
- Install, assemble, and configure end-user workstations, monitors, and peripherals such as printers, scanners, mobile devices, and related hardware as needed.
- Assisting Firm staff in the use of standard business software and hardware, including Microsoft Office products, Zoom Meetings, Citrix Sharefile and printers and copiers.
- Assist with staff training programs on workstation operations to ensure staff proficiency and understanding of the system as directed.

- Assist with the maintenance of hardware and software inventory.

New Technology Assistance

- Assist with the implementation/installation of new computer operations or enhancements, and/or the introduction of new technology to the Firm.
- Assist users in training and implementing various aspects of new systems as necessary.

Community / Public Relations

- Actively participate in community organizations and events.
- Actively participate in industry trade group meetings and educational programs to remain abreast of current issues and requirements affecting Firm IT operations and job performance.
- Represent the Firm in the community.

Other Duties

- Multitasking in this role requires strong organizational skills, attention to detail, and a commitment to follow-through on issues and assigned tasks.
- Demonstrate reliable attendance and punctuality.
- Work at other Firm locations as needed for customer service, operational, or training purposes.
- Attend internal and external training to improve skills and knowledge relevant to the computer support technician position.
- Attend and participate in Firm meetings.
- Perform other duties as required

Education / Experience Expectations

- Associate degree, with a concentration in computer science and/or technology OR equivalent IT work experience (2+ years of documented experience)
- CompTIA A+ Certification for computer maintenance or willingness to complete training/certification within one year.
- Experience maintaining current Microsoft O/S workstations, associated peripherals, printers, and cloud-based applications
- Experience working with Microsoft server technologies such as Active Directory, DHCP, FTP, Exchange Server, etc. is preferred
- Basic technical knowledge of current network hardware, protocols, and Internet standards.
- Knowledge of Microsoft patching best practices.

Physical Demands

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work involves walking, talking, hearing, using hands to handle, feel or operate objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus.

The employee must meet physical demands that include pushing, pulling, lifting, and carrying up to 75 pounds of materials or equipment; and be able to bend, stoop, and stretch as required for placement and retrieval of these items on shelving. The noise level in the work environment is usually moderately quiet.

This position description is not designed to contain a comprehensive listing of activities, duties, or responsibilities as required of the employee for this job. It is subject to change at any time at the discretion of the firm.

Employee

Date