



## JOB DESCRIPTION

### JOB TITLE: Jr. IT Support Technician

<b>JOB CODE:</b>	<b>EXEMPT/NON-EXEMPT: Non Exempt</b>
<b>REPORTS TO: Facility Security Officer/IT Administrator</b>	<b>DEPT.: Security</b>
<b>DEPT. APPROVAL: VP-GM</b>	<b>DATE: 06/07/2021</b>
<b>MANAGER LEVEL:</b>	<b>EEO CODE:</b>

### BRIEF POSITION SUMMARY:

The Information Technology will be responsible for general maintenance of defined computer equipment and for the resolution of identified technical problems for commercial and domestic customers.

### DUTIES and RESPONSIBILITIES:

- Test New Software
- Make software available to appropriate employees where requested/necessary.
- Ensure the anti-virus software is installed, kept up to date and working properly on all stations, where appropriate.
- Set up and maintain user e-mail accounts when requested.
- Provide troubleshooting resolution and updating/upgrading of software/hardware to employees.
- Maintain employee' computer equipment as requested.
- Assist IT Administrator where required.
- Liaison with external suppliers for the repair of equipment under warranty or maintenance contract.
- Assist with and provide support/troubleshooting for server hardware.
- Check the network backup daily for maintenance customers
- Set up, maintain and remove user network accounts when appropriate.
- Carry out routine network maintenance tasks.
- Maintain IT stock for facility employees and IT Administrator
- Keep abreast of new development in software and hardware.
- Must be able to balance team and individual responsibilities; exhibit openness to others views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests; able to build moral and group commitments to goals and objectives and support everyone's efforts to succeed
- Must be a trustworthy and dependable professional with the capacity to work well under pressure with minimal instruction/supervision
- Strong ability to meet deadlines

- Ability to partner with the Facility Security Officer (FSO) to establish and maintain appropriate security levels to ensure NISPOM compliance
- Perform other related duties as assigned by Sr. Leadership

\*The company reserves the right to add or change duties at any time

## EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Bachelor's degree (B.A) from an accredited four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience
- Must be familiar with Windows 7, 10, Office 2016, Volume Licensing, Server 2012/2016, Exchange 2016, Cisco Network Equipment, Physical networks
- The following certifications are advantageous: CCNA, CCNP, CCNE, MSCA, MSCE, Net+, Sec+ and A+
- Must be a U.S. citizen
- Ability to obtain and maintain a U.S. Security Clearance at the appropriate level (**requires U.S. Citizenship**)
- Holds and able to maintain a valid U.S. Driver's license
- Must pass pre-placement drug screen and background investigation

## PHYSICAL REQUIREMENTS:

- Must be able to sit/stand for extended periods – 9 hours minimum
- Walking and balancing on even and uneven surfaces
- Must be able to stoop, kneel, climb, bend, crawl, and be able to reach overhead and below the shoulder
- Physically able to handle items weighing up to 40lbs (unassisted)
- Continuous use of both hands; including grasping, pulling, and pushing
- May be exposed to high level noise, dust, and vibration and chemical fumes (within OSHA limits)