

IT Support Technician

Position Open Until Filled

Position Summary

Performs support for all aspects of computer and computer network maintenance, repair, upgrades, replacements and security. Performs necessary maintenance to support network availability, ensures that the computer application meets the needs of the users. Conducts analysis of current programs including performance, diagnoses and troubleshoots problem programs.

Essential Functions

- End-user support, as needed
- General troubleshooting of server, network and end-user issues.
- Administration & maintenance of server environment, which is primarily Windows-based, virtualized in VMWare, using Veeam for backup and high-availability.
- Train new technicians on internet install best practices.
- Perform quality control on metering and internet related technical efforts.
- General network system provisioning and troubleshooting.
- Basic monitoring of computer systems security.
- Interfacing with contractors & vendors on IT issues.
- Provide assistance to MyJEC.net (our internet business), on an as-needed basis.
- Interfacing with contractors & vendors on IT issues.
- Ensures that proper materials, supplies, and tools are made available to department personnel.
- Provides support to all functions of the local area network to run efficiently.
- Performs data backups and disaster recovery operations.
- Performs other duties, tasks and special projects as assigned.

Working Conditions

May frequently be required to walk; sit; stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. Occasionally required to sit, climb, balance, stoop, kneel, crouch, or crawl. Must frequently lift and move up to 10 pounds and occasionally lift and move up to 25 pounds. Use of personal computing equipment, telephone, multi-functioning printer, photocopiers, filing cabinets, fax machines, and calculator. Manual dexterity, ability to lift files, open file cabinets, ability to reach, bend, and use 2-step stool while safely lifting and lowering boxes. Exerts up to 50 pounds of force occasionally with or without accommodation and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be exposed to extreme weather conditions. Ability to travel to and from meetings, training sessions or other business-related events. May be required to work after hours to include weekends and holidays.