

Job Description, Junior IT Systems Administrator

Job Title: Junior IT Systems Administrator

Department: Administration

Supervisor: Network and Computer Systems Administrator

FLSA Status: Non-Exempt (Hourly)

Approved By:

Approved Date:

Summary

This position works as part of the Company's IT support team, and is responsible for answering support requests, following documented procedures to solve problems, and escalating issues as appropriate to System Administrator or Leadership. New IT requests and some project work are also part of this position.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Answer Help Desk requests log request into tracking tool
- Solve technology problems as appropriate
- Differentiate between emergency issues and regular issues and act accordingly
- Escalate calls to next level as appropriate
- Install and configure desktop software and hardware
- Respond to work order submissions
- Maintain audio/video equipment and provide advance set-up for training sessions and presentations given by system users
- Follow-up on open issues to complete resolution
- Track trends in support issues and raise awareness
- Recommend improvements to processes
- Maintain documentation of issues and the resulting resolutions
- Adhere to and enforce IT security procedures
- Participate in IT project teams
- Perform other duties as needed
- Strong Customer Service Skills experience with customer-facing engagements
- Working knowledge of Windows AD (password resets; account maintenance; enabling and disabling accounts)
- Printer support (mechanical, clearing jams; installing printers; printer preferences)
- Imaging of computers
- Network troubleshooting

- Wireless network troubleshooting
- Performs other related duties as required to accomplish the objectives of the position.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- High school diploma required; Technical or Bachelor's degree preferred.
- 3+ years of IT-related Help Desk experience

Competencies

- Knowledge and Skills:
 - Requires special technical knowledge of the techniques and procedures of software and network support for multiple users.
 - Must understand installation, configuration and troubleshooting processes for software, hardware, networking and accessory equipment.
 - Requires experience with personal computer equipment.
 - Demonstrated understanding and proficiency with Microsoft Office applications (Word, Excel, Outlook, Access, etc.), and MS desktop operating systems.
 - Requires sufficient analytical skills to assess problems or unusual situations and develop solutions.
 - Prefer knowledge of how to assemble and disassemble personal computer components, including cabling.
- Abilities:
 - Requires the ability to independently perform all of the duties of the position efficiently and effectively.
 - Must be able to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment.
 - Must have strong communication and training skills and be able to communicate technical information to non-technical users.
 - Ability to manage multiple priorities within tight timeframes.

Language Skills

- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to effectively present information to management and workforce.

Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands

- Depending on the assignment, may require ordinary ambulatory skills sufficient to visit other locations; or the ability to stand, walk and manipulate (lift, carry, move) light to medium weights of 10 - 50 pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read technical information.

Work Environment

- Work is performed indoors with some potential for exposure to safety and health hazards related to electronics work. May periodically travel to satellite sites

ADDITIONAL NOTES

ARCH Global Precision is an Equal Opportunity Employee and wholeheartedly supports diversity in the workplace as a basic premise for business success. All employees of ARCH Global Precision are employed on an at-will basis.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

Junior IT Systems Administrator, Signed Acknowledgement

Date