



<https://weiss-aug.com/job/it-technician/>

## IT Technician

### Description

Provide software and hardware support including user support, upgrading, testing, and implementation. Setting up, supporting, and troubleshooting/repairing/upgrading computers, phones, printers, and servers; installing software, writing/running reports, and general user support in office and manufacturing areas. User and company data administration. Install any new hardware, network/phone jacks and wiring. Assist with IT projects and learn how to support new systems.

### Responsibilities

- Tier 1 technical support for users on-site and remotely connected. Troubleshoot, diagnose, and provide resolution for network, Windows PC hardware and software related issues.
  - Software/hardware setup and configuration. Running and hooking up cables and wires and assisting users in using software/hardware.
  - Work with other IT staff with projects. Including in-depth research, hardware/software upgrades, purchasing, implementation, and testing.
  - Develops and implements various training, job aids, and instruction for users on the use of operating systems, networking, applications, and databases
- Create and maintain documentation: system configurations, internal IT procedures.
- Evaluating new hardware and software; advises on hardware and software alternatives; recommends standards for selection of software.
  - User account administration (including door access).

### Qualifications

Software Knowledge:

- Windows OS
- Microsoft Office
- Active Directory

Hardware Knowledge:

- Working knowledge of network connectivity
- Working knowledge of computers, printers, peripherals, etc

Personal Skills:

### Hiring organization

Weiss-Aug Group

### Employment Type

Full-time

### Job Location

220 Merry Lane, 07936, East Hanover

### Date posted

June 20, 2022

- Good interpersonal, communication, and technical writing skills
- Detail oriented and good analytical skills
- Self-motivated and able to work independently without constant supervision

Experience:

- 1-3 years technical support, Windows clients, Microsoft Office
- 1-3 years Windows administration & support
- 1-3 years network connectivity/security administration & support

Education:

- A.S. degree in Computer Science or equivalent technical training/certification
- Relevant certifications:
- CompTIA: A+, Network+, Server+, Security+
- Microsoft: MTA, MCP