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