Job Description

Job Title	Desktop Support Technician
Department	Information Technology
Reports To	IT Systems Manager
FLSA	Non-Exempt
# of Employees Supervised	0

Job Summary

The Desktop Support Technician is responsible for providing ongoing PC and network support to Mann Packing employees.

Primary Duties & Responsibilities

- Provide on-going operational support including operating systems releases, upgrades, service pack installations, bug fixes, security updates, and any system change activities

- Performance monitoring, troubleshooting, and tuning for all end-user systems

- Build new systems (laptop and desktop)

- Supporting Smartphones: configuration support, synchronization support

- Serve as Tier 2 support to the help desk to resolve desktop system issues as reported by the end-users

- Troubleshoot problem areas (in person, by telephone, Screen Connect or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required

- Administer solutions for network security; provide Spyware, Adware and, virus protection

- Ensure adequate customer follow up communications and timely issue status updates to customer and IT management

- Create a formal mentorship with IT Desktop peer(s) to share lessons learned and IT knowledge

- Network with cross-functional teams to leverage best practices

- Assist customers with identifying and specifying hardware and software needs to address business requirements, aligning with IT standards where possible

- Knowledge of server hardware, software installation and maintenance, in coordination with Corporate IT (e.g. SAN/NAS storage, Network). Knowledge of network implementation and maintenance, in coordination with Corporate IT (e.g. routers, switches, wireless)

- Create and update documentation (Intranet FAQs, User guides, Standard Operating

Procedures, Knowledgebase) for IT supported services and applications

- Identify current operational process inefficiencies and provide recommendations for improvement

Qualifications

Technical Requirements:
- Minimum 2 years experiences supporting Microsoft systems (W7, W10), AND Mac OS X
- Knowledge of PC hardware architecture
- Knowledge of typical desktop applications, (i.e., MS Office, O365, virus scan, imaging, etc.).
- Knowledge of desktop architecture build methodologies
- Understanding of other IT disciplines, (i.e., Telecom, Networking, Messaging, Server operations, etc.)

Additional Skills:
- Demonstrated the ability to successfully work as part of a team
- Experience with implementing and following departmental policies and procedures
- Proven Customer Service skills
- Excellent written and oral communication

Preferred Skills:
- Experience with VMware or Acropolis Hypervisors
- Basic industry certifications, COMPTIA A+, Network +
- Cisco CCENT

Education:
Degree in Computer Science or related field OR degree from Technical Trade School or equivalent experience

ACKNOWLEDGEMENT

I understand that this is a general description of my duties and I am to perform these duties as they relate to my job. I also understand that my job description will change from time to time.

By signing this page, I acknowledge receipt of this job description, that I have been given an opportunity to ask questions about the job, and that I certify understanding of this job description.

Employee Name (print):_____

Employee Signature: _____ Date: _____