

Detailed description of Main Tasks and Key Responsibilities:

This is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

1. To provide adequate support in relation to the IT needs of the Company.
2. Performs basic to intermediate computer configurations and troubleshooting functions. Performs desk side phone installations and activates phone extensions.
3. To manage and help in any network related issues.
4. Performs basic to intermediate hardware and software installations on computers.
5. Assisting with & carrying out basic training of employees on specified software & hardware
6. Adapts and grasps the concepts of servers and network architectures. Assists in basic troubleshooting of server/network issues.
7. Conducting research to keep in line with new updates in IT Hardware and Software.
8. Reads, understands and follow directions and procedures. Runs reports for trending and key performance indicators.
9. Participates in the coordination, consolidation and establishing consistent standards across the PBX and voicemail systems.
10. Answers all calls in a timely manner and types in all the steps taken to resolve the issue with all the pertinent information into a ticket monitoring system and closes ticket. Routes and escalates any open tickets to the proper IT resolution group.
11. Any other IT daily duties requested by the company. From time to time there will be also involvement in IT corporate side projects.

Skills:

1. Excellent communication and customer service skills.
2. Team player and solution oriented.
3. General desktop technical skills and strong remote customer care abilities.
4. Analyzing problems, projecting consequences of proposed actions and implementing recommendations that support department goals and objectives.
5. Managing and organizing multiple projects and assignments.
6. Establishing and maintaining effective working relationships with others.