

IT Support Technician



Position Specifics:

Department: Administrative

Reports to: Information Technology Manager

Supervises: None

Purpose:

Works with other ISS Level 1 on helpdesk tickets. Works with all computer systems, printers, and other company provided devices and their users. Oversees and assures up-to-date, effective server and network hardware properties and recommendations for IT training in current and future systems/infrastructure.

Responsibilities:

- Works with service provider on maintaining server, network, and computers updates and replacement timelines
- 1st level of help desk ticket escalation on tickets on systems other than Cisco call manager
- Works with IT Manager on gaps in help desk coverage during business hours
- Works with IT Manager on training recommendations and scheduling
- Maintains knowledge of current technology and stay abreast of new technological advancements to provide cost effective solutions for the company
- Maintains administration of all domain user IDs and passwords, grants clearance to systems and applications as appropriate
- Safeguards dealership technology systems through items such as acceptable use, password, and network access policies
- Works with service provider to maintain and periodically test all backup systems.
- Provides IT support to employees in all locations by prioritizing, troubleshooting, and resolving problems quickly
- Escalates technology installation and support issues to appropriate dealership, partner, and vendor personnel as appropriate.

Experience, Education, Skills and Knowledge:

- 5+ years' experience in information technology
- Strong communication skills with ability to train others on technology solutions
- Experience with Windows 10 and Microsoft 365
- Detail oriented with ability to document and manage equipment asset databases
- Must be physically able to perform minor lifting of equipment, climbing or crawling to install equipment and run cables and occasionally long periods of time sitting at a workstation
- Must be willing to travel to company locations
- Able to cover off hours and rotation of Saturdays during spring and fall seasons.
- Knowledge of Meraki networking products a plus
- Degree in Information Technology or equivalent experience recommended