



# JOB DESCRIPTION

## IT Technician

### Summary

This position works with hardware and software to assist users with their overall computing environment and reports directly to the Software Development Manager.

### Essential Job Duties

- Work with IT Director to ensure all users have hardware and software to meet the needs of their position.
- Work with managers and staff to help determine needs for their departments
- Setup new PC's, printers, and IT hardware
- Respond to and resolve technical support requests from users via phone, email, or in person
- Provide user training on new software, hardware, and IT policies
- Assist users with hardware/software support when they have issues. This includes password resets, hardware failures, software upgrades, and much more
- Ensure all devices have adequate virus and malware protection
- Troubleshooting hardware, software, and security issues.
- Perform miscellaneous job-related duties as assigned
- Complete administrative tasks, duties, and reports as required in a timely manner
- Available to be on call and respond in a timely manner
- Other duties as required by the business
- Maintain employee confidentiality
- Adhere to all company policies and all safety, food safety, feed safety, and sanitation rules and programs

### Qualifications

- Degree in Computer Information Systems or comparable appropriate experience preferred but not required
- Computer expertise with Microsoft Server and SQL Database
- Strong software development background preferred but not required
- Windows
- Windows Server
- Microsoft Office 365 Administration
- Microsoft Office Products
- Strong knowledge on computer software and hardware
- Self-motivated and strong problem-solving skills
- Windows
- Windows Server
- Microsoft Office 365 Administration
- Microsoft Office Products
- Some Networking Knowledge
- Microsoft Active Directory
- Personal effectiveness/credibility
- Strong communication skills
- Embrace teamwork
- Organized with excellent time management skills
- Ability to communicate effectively and work cohesively with employees at all levels

### Physical Demands and Expectation

- Able to bend and lift up to 50 pounds.
- Able to climb stairs
- Able to sit for extended periods of time

### Acknowledgement

I have reviewed this job description and am able to perform all duties required.

Print Name

Signature

Date