IT Support Analyst

Reports to: CEO & Treasurer   Department: IT
Date: 1/11/12

Job Function:

Provide workstation support, phone support, and general technical support in a Novell and Windows environment by performing the following duties.

Duties and Responsibilities:

1. Workstation support for all applications as defined by end user needs.

2. Install and configure all required software applications on workstations, laptops, printers and peripheral devices. Ensuring integration between programs is compatible.

3. Troubleshoot, upgrade and replace hardware.

4. Provide technical guidance and training to staff with phone, CPU or laptop devices. Provide in-person, telephone, and remote support to both internal and external customers.

5. Maintain knowledge of application development technologies, methodologies, and standards. Acquire and effectively apply and discuss new technical skills as driven by business need and/or technology advancements.

6. Provide off-hours coverage for upgrades and problem determination and resolution.

7. Maintain inventory of hardware and software.

8. Establish and maintain productive working relationships with internal and external customers, working with all levels of end users.

9. Work independently with minimal direct supervision; results; prioritize multiple objectives and initiatives; and exercise independent judgment to obtain optimal results.

10. Manage renewals.

11. Share information willingly when appropriate; recognize confidential information and handle with discretion.

12. Other duties as assigned.

Education: IT Degree

Computer Skills:

Novell	Windows (all versions)	Cisco
Hardware knowledge	Citrix	Access
Router Software	Microsoft Office	

Minimum Experience: 1-2 years in office setting

Preferred Experience: Previous IT Support

Attributes:

Communication Skills	Flexible
Dependable	Time Management
Attentive listener	Problem Solving

Administrative Skills:
Ability to communicate effectively with all levels.
Ability to multi-task.
Ability to follow policy and procedures.
Good organizational skills.

Machine Skills: Computer, calculator, telephone, copier, fax, postage meter.

Working Conditions: Physical effort (up to 40 pounds), typing 50 words per minute.

Physical Demands: Sitting, standing, walking, lifting, carrying, reaching, fingering, handling, hand/eye/foot coordination, repetitive motions, talking, hearing.

Physical Strength: Sedentary work. Occasional lifting/carrying up to 40 pounds.

Vision Requirement: Ability to adjust vision to bring objects into focus.

Math: Basic math skills

Communicate: Ability to represent the organization in a professional and positive manner.

Contacts: Clients, vendors, employees, job applicants.