



### **IT Support Associate / Mid-Level Sys Admin**

We have an immediate need to fill an intermediate-level IT Specialist and Support position with at least 7+ years of industry experience. This position will require skills in managing all components of our corporate infrastructure as well as approximately 300 end users. Full MS shop, end-to-end. MCP, MCSE, MTA, MOS certs a plus or similar work experience desirable.

#### **Requirements:**

- Microsoft Windows Server 2008-2016 management
- AD Administration
- Group Policy Administration
- On-Prem Exchange Administration; hybrid O365
- VMware experience / management in a non-enterprise, onsite, SMB environment
- General Windows 7/10 setup, diagnostics, hardware and software updates, patch management
- Antivirus/Malware Administration / remediation
- Mobile Device Management (IOS and Android) Security and Drive Encryption Administration
- VOIP and Mobile Telephony Administration & UM experience highly desirable
- Solid understanding of network protocols and management
- Network Admin capabilities a plus
- DBA experience a plus

#### **Major Responsibilities:**

- Directly support onsite and offsite users (300+).
- Troubleshoot all technology issues including workstations, telephones, network infrastructure, printers, application software, and system software, supporting servers and supporting 3rd party vendors.
- Approve and apply software updates to the corporate equipment and servers as needed.
- Backup/Restore all critical corporate data as required; support, test, update approved DR strategy
- Procure, track, deploy and dispose IT hardware as needed.
- Update and maintain helpdesk knowledge base information and processes.
- Maintain confidentiality of organization, project, fiscal and personnel related information.
- Assist with business applications projects, BPR projects and infrastructure projects as needed.

#### **Candidate MUST have the following traits:**

- Service oriented individual with a "can do" positive approach to providing solutions to end users in a quick and accurate manner. This is a Person to Person, hands on role and requires an individual with excellent Customer Service, follow through and ticket management skills.
- Ability to manage a number of ongoing special projects, in addition to an ongoing full-service support desk load.
- Highly motivated and engaged self-starter who understands information technology best practices, policies, procedures, and processes.
- Punctual and on time with the ability to respond to issues off hours if necessary.