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**Job Title: Information Systems Support Technician****Department: IT****Summary**

The Information Systems Support Technician, under the direction of the IT Manager performs IT Department activities and provides “on-site” and “remote” desktop support for end users and clients.

**Essential Duties and Responsibilities**

- Complete daily IT activities, requirements and projects as directed by the IT Manager
- Interface with other departments to gather and provide information and support
- Hardware and software installation to include computer/server maintenance, PC builds and repairs
- Troubleshoot, diagnose, repair, and resolve computer and office equipment related issues
- Manage IT inventory and supplies
- Assist in maintaining security systems and equipment
- Diagnose bandwidth issues, availability and overall network infrastructure: network connectivity, protocols, telephony, peripherals and copiers
- Manage computer operation scheduling, data backup, storage and retrieval functions
- Maintain disaster recovery plans
- Perform routine infrastructure and cyber security audits
- Provide “on call” IT support after hours when needed
- Organization and cleanliness of office supplies and equipment will be routine, as well as organization of data and company resources is also expected
- Other duties assigned

**Qualification Requirements**

- Ability to work in a fast paced, deadline driven, multi-tasking, environment with ability to quickly adapt to changing situations and tasks
- Must be detail oriented and balance multiple projects simultaneously in a fast-paced environment
- Must possess the ability to successfully plan, prioritize and organize work activities and adhere to strict deadlines follow instructions, procedures, and policies; identify and solve problems
- Require minimal supervision to successfully complete tasks and assignments
- Must be conscientious about assignments and complete work in a timely, accurate and thorough manner
- Ability to work independently and as a member of a team
- Accurately document and log actions taken, maintain inventory and perform other general office tasks
- Must demonstrate initiative and ownership of assignments/projects
- Must report to work at scheduled time and maintain satisfactory attendance with limited unscheduled absences



- Must exhibit a professional appearance and behavior and maintain satisfactory performance consistent with expectations of the position and EZETech policies
- Requires excellent communication skills, both verbally and in writing with executives, colleagues and individuals, internal or external
- Must possess strong interpersonal skills, able to effectively interact with all levels of employees and management
- Proficient computer skills with a working knowledge of programs such as Microsoft Word, Excel, Outlook and Power Point
- Ability to create procedures, technical instruction and documentation, including network diagrams in Visio
- Must organize, multitask and prioritize work flow appropriately
- Ability to read and accurately follow instructions
- Must possess the ability and desire to encourage and facilitate a positive and productive work environment for all employees
- Available to work evenings and weekends as necessary
- Must be able to lift up to 45 lbs
- Must know how to terminate RJ45

#### **Education and Experience**

- High school diploma or General Education Degree (GED)
- Minimum two years experience in IT Desktop Support
- CompTIA A+/N+/S+ certification is preferred
- Experience supporting Windows Server 2012R2, 2016, 2019, Windows 7/10
- MS Office 365 Suite and Azure
- Familiarity with SonicWALL
- Experience working with Windows Server i.e. EFS, Hyper-V, DNS, Active Directory, Azure AD Sync
- Experience working with Networking VLANs

#### **Language Skills**

Ability to effectively write routine reports and correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and employees in writing and verbally.



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### **Reasoning Ability**

Ability to define problems, collect data, establish facts and draw valid conclusions.

### **Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to: sit, talk, hear, stand, walk, twist, bend, stoop, reach and lift up to 45 lbs. with hands and arms, use hands to finger, handle, feel or type and utilize a telephone, copier, printer, computer, calculator, mouse, keyboard and monitor to perform daily duties. The employee regularly engages in personal interaction with company personnel. Specific vision abilities required by this job include close vision, peripheral vision and ability to adjust focus and utilize a computer monitor under florescent lighting and/or daylight where applicable.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.
- Some tasks are performed while on a ladder up to 8 ft. in height.
- While performing some duties of this job, the employee is occasionally required to work and stretch arms overhead.
- Desk is located in Lab Room and is kept at 70-78 degrees year round

### **Must be a US Citizen or Permanent US Resident**

EZETech LLC is an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability and protected veterans status or any other characteristic protected by law.