



JOB DESCRIPTION

Job Title: IT Senior Helpdesk Technician

Department: Information Technology

Reports to: IT Systems Manager

SUMMARY

The Systems Administrator role is to provide professional, prompt, and courteous IT support to internal users at all levels of ENPOINTE. Provide consistent and detailed communication and documentation in work-tickets and other repositories. Assist with planning, direction, and coordinating the design, installation, and connectivity of computer and network systems to ensure the stable operation of the organization's IT assets. This includes developing, configuring, maintaining, supporting, and optimizing all new and existing network hardware, software, and communication links.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following. Other duties may be assigned as needed.

- Provide primary IT technical support for all users.
- Monitor and promptly respond to support requests via ticketing system.
- When necessary, escalate tickets to appropriate group or individual.
- Perform PC and Mac desktop and laptop system maintenance, deployment, and administration as directed.
- Respond to user hardware/software questions with the highest degree of customer service and professionalism.
- Participate in compliance and security remediation tasks as directed.
- Onboarding and termination support for all types of ENPOINTE staff per standard ENPOINTE IT procedures.
- Perform troubleshooting and assistance in person, via phone, or using remote tools.
- Work on various technology-oriented projects as directed.
- Assist with MIS and other business systems end user support.
- Thoroughly document processes and procedures with highest level of detail.
- Plan, acquire, and coordinate installation of in-house and remote hardware and software across the organization's network.
- Manage and ensure effectiveness of servers, including e-mail, print, and backup servers, and their associated operating systems and software.
- Manage and ensure optimal operation of all network hardware and equipment, including routers, switches, UPSs, and so on.
- Conduct research and make recommendations on network products, services, protocols, and standards in support of network procurement and development efforts.
- Assess, approve, and administer all equipment, hardware, and software upgrades.
- Establish best practices and policies for installing, configuring, maintaining, and troubleshooting end user workstation hardware, software, and peripheral devices.
- Practice network asset management, including maintenance of network component inventory and related documentation.
- Manages and monitors availability of systems managed by the IT Systems Team.
- Approve and administer user accounts, permissions, and access rights.
- Utilizes the ENPOINTE technology helpdesk system (BMC TrackIt) to assure that organizational support requests are addressed appropriately in a minimum timeline.

QUALIFICATIONS

- Experience administering, upgrading, and maintaining a wide range of systems such as:
 - VMware ESX
 - Storage Area Networks such as Nimble and Dell Equallogic
 - Backup Systems such as Commvault
 - Citrix XenApp
 - Citrix Netscaler
 - Microsoft SQL Server 2012 – 2019
 - File Transfer Protocol systems such as SolarWinds
 - Dell and HP Servers
 - Monitoring systems such as PRTG
- Experience with systems, practices, and protocol management such as:
 - Web Services and protocols such as IIS, SSL, DNS and NS)
 - Domain Administration functions such as GPO, DHCP, OU structures, AD security and replication
 - Linux and Mac servers
 - Windows Data Center servers
 - Server patch management
 - WSUS patch management for Windows workstations
 - Asset management and network inventory tools such as Lansweeper
 - Security policy management
 - Vulnerability assessment tools such as Qualys
 - Microsoft licensing agreements such as MSDN
 - Security Event and Information Management (logging) such as AlienVault
 - General HVAC and AC/DC power practices
- Three years of experience managing and configuring IT Systems.
- Technical knowledge of network and PC operating systems, including Microsoft and Apple.
- Hands-on experience troubleshooting hardware such as Desktops, Laptops, Servers, Switches, and so on.
- Knowledge and understanding of system flow charts, data processing concepts, and telecommunications principles.
- Experience installing network cabling and patching telephony systems.
- Good understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.
- Knowledge of applicable compliance practices and laws.
- Strong interpersonal, written, and oral communication skills.
- Able to conduct research into networking issues and products as required.
- Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
- Ability to present ideas in a user-friendly language.
- Highly self-motivated and self-directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Team-oriented player with willingness to frequently play a variety of roles and strongly exemplifies that "everyone is in the helpdesk."

PHYSICAL REQUIREMENTS:

- Constant strong communication, sitting, and working on a computer.
- Frequent walking & standing.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing stairs.

Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)

Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)

Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)