

## IT Support Administrator

### SUMMARY:

Responsible for installing, configuring and troubleshooting all PC's, Laptops, and client applications, including but not limited to the Microsoft office suite, Outlook, Windows Operating Systems and Macintosh Computers and OS's. Supports basic administration of Active Directory user accounts, file and directory permissions including all printing services. Troubleshoots and resolves basic network connectivity issues with routers, switches and wireless devices, including Microsoft networking components such as, TCP/IP, DHCP & DNS. Participate in the activities associated with a variety of departmental projects including preparing reports, material, documentation, and coordinating tasks; prepare and distribute a variety of reports as requested by supervisor; establish a good working relationship with team members and department contacts in order to maintain and continuously strive to improve the level of overall service being provided.

### ESSENTIAL DUTIES/RESPONSIBILITIES:

- Identifies and procures the hardware and software needed to satisfy user requirements.
- Provides excellent customer service and support for the Austin office.
- Installs and configures hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises. This includes PC's, Laptops and Macintosh computers.
- Loads appropriate software packages such as operating systems, networking components and office applications. This will include applying software and operations system patch updates as needed.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Connects users to networks and provides initial training in facilities and applications.
- Troubleshoots and resolves basic network connectivity issues with routers, switches and wireless devices as needed, including Microsoft networking components such as, TCP/IP, DHCP & DNS.
- Supports basic administration of Active Directory user accounts, file and directory permissions including all printing services.
- Administers e-mail and anti-virus systems. Including scanning and removal of viruses and spyware.
- Assists in research and procurement of computer accessories and supplies.
- Answer customer calls from customer service, tech support, and sales regarding trouble tickets and service issues.
- Test circuits, service features, trunking, and equipment to make sure they are operating effectively or to determine where problem is and solution to problem.

- Help manage Help Desk ticket queue, for all Volusion sites and customer as needed.
- Performs other duties as assigned.

**SKILLS/QUALIFICATIONS:**

- 1 to 3 years PC / Mac/ Windows Active Directory System support
- Microsoft office support, including Outlook and basic Exchange administration
- Basic Network troubleshooting & connectivity support, including foundational understanding of TCP/IP, switching, wireless and Internet connectivity support.
- Help Desk Trouble ticketing support, including service orders and account information gathering

**EDUCATION/EXPERIENCE:**

Associate's degree in computer science or closely related field required. 3 to 5+ years of equivalent work experience in a similar position may be substituted for educational requirements.