**Position Title: IT Technician**

**Department: Information Technology**

**Reports to: Systems Administrator**

**Employment Status: Full-time 37.5 hours per week, must be available for 24/7 on call rotation**

**Work Hours: Negotiable - 7:00-3:00pm preferred**

**FLSA: Exempt**

**Supervisory Responsibilities: N/A**

**Position Summary:**

The IT Technician is responsible for providing high quality and consistent service levels to our employees, along with delivering advanced level end-user and organizational support, ensuring all incidents are analyzed, resolved, and reported back within appropriate timeframes. Responsible for obtaining advanced knowledge of internal systems and procedures relating to security, software applications, hardware, and infrastructure.

**Essential Functions/Position Responsibilities:**

* Actively monitors incoming calls and ticket system, ensuring that all tickets are handled in accordance with our service delivery standards. Escalates tickets proactively to process for system owners and management where necessary escalating issues as needed, to management.
* Troubleshoots and resolves IT issues. Communicates regularly with employees to ensure that they understand how to access and request various IT services.
* Maintains and demonstrates strong technical expertise in key technologies, including but not limited to areas such as operating systems, browsers, voice and data networking, remote access, O365 Applications, Azure, AD, VMWare, VPN’s. Maintains familiarity with current and upcoming technology trends, desktop OS, etc.
* Demonstrates initiative in recommending enhancements and improvements to the IT infrastructure. Responsible for providing high quality, consistent service levels to our employees.
* Obtains expert level understanding of multiple mission critical technology systems and business processes. Able to interface directly with other technical groups (MSP’s, Software Vendors, Phone System Vendors) to communicate problems and find resolutions.
* Assists in the operational responsibilities of the IT dept. Helps ensure day-to-day functioning of systems, networks, and associated devices with minimal supervision from the appropriate owners/stakeholders.
* Works with management to identify, define and scope projects critical to the IT department and the organization as a whole. Works to execute against project plans and timeframes.
* Demonstrates a professional degree of skill and tact in the areas of teamwork and interpersonal relationships, including effective oral, written, and listening communication skills. Demonstrates strong skills in cross-functional teamwork and influencing skills. Able to operate to resolve issues and judge appropriate escalation points. Works effectively with all levels of employees within the company.

**When duties and responsibilities change, the employee may be asked to perform other duties as required as business needs dictate. Employees are required to identify any changes in their job duties since the descriptions were last reviewed. Additionally, MART may ask that employees conduct a review of their position as part of the performance-evaluation process.**

**Qualifications:**

* Bachelor’s degree or equivalent work experience strongly preferred.
* 3-5 + years’ working within a desktop / high end server environment preferred.
* Solid understanding of Networking LAN/WAN and SDWAN
* VOIP protocols SIP trunking, and call routing
* Mitel knowledge and certifications a plus. Mitel NuPoint, MiCollab, MiContactCenter.
* Hardware – Desktops, Laptops, Multifunctional Network Printers, Network switching components.
* Software – Microsoft Windows 10, O365, Microsoft Active Directory, Server 2012-2019, VMware, VEEAM Backup and Replication.
* Ability to determine and implement appropriate course of action for mid-level IT related issues from end users.
* Knowledge of sourcing and procurement procedures
* Ability to determine and implement appropriate course of action for mid-level IT related issues from end user

**Skills:**

* Ability to collect and analyze data and handle issues with logic.
* Must be able to multi-task.
* Excellent oral, written and listening communication skills.
* Must be able to work under pressure and meet deadlines, while maintaining a positive attitude.
* Detail Oriented.
* Leadership capabilities.
* Strong organizational, troubleshooting, and time management skills.
* Ability to look at long-range solutions or improvements.
* Comfortable with conflict and delivery when interfacing with diverse populations and vendors to discuss and communicate plans or manage project-based relationships.
* Strong customer focus.

**Working Environment and Physical Demands**

Works primarily in a typical, climate-controlled office environment.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PHYSICAL REQUIREMENTS** | **RARELY**  **(15%)** | **OCCASIONAL**  **(15%-40%)** | **FREQUENT**  **(40% - 70%)** | **CONTINUOUS**  **(OVER 70%)** |
| Ability to work closely with diverse group of people |  |  |  | X |
| Regular, predictable attendance |  |  |  | X |
| Ability to sit for extended period |  |  |  | X |
| Use of hands and fingers to operate telephone and computer |  |  |  | X |
| Moderate noise |  |  | X |  |
| Hearing |  |  |  | X |
| Dusty Environment |  | X |  |  |
| Exposure to Fumes/Odors | X |  |  |  |
| Exposure to Heat/Cold Temps |  | X |  |  |
| Climbing Stairs |  | X |  |  |
| Walking | X |  |  |  |
| Stress |  |  | X |  |
| Standing |  | X |  |  |
| Stooping |  | X |  |  |
| Bending |  | X |  |  |
| Climbing Ladder | X |  |  |  |
| Twisting Neck |  |  | X |  |
| Bending |  | X |  |  |
| Reaching/Pulling/Pushing |  | X |  |  |
| Lifting 10 lbs. or less |  | X |  |  |
| Lifting 40 to 50 lbs. | X |  |  |  |
| Driving |  | X |  |  |
| Specific Vision Abilities- close vision due to computer work |  |  |  | X |
| Color Vision – Ability to identify and distinguish colors |  |  | X |  |
| COGNITIVE  REQUIREMENTS | **RARELY**  **(15%)** | **OCCASIONAL**  **(15%-40%)** | **FREQUENT**  **(40% - 70%)** | **CONTINUOUS**  **(OVER 70%)** |
| Communication Oral |  |  |  | X |
| Communication Written |  |  |  | X |
| Interpreting Skills |  |  |  | X |
| Implementing | X |  |  |  |
| Evaluating |  |  |  | X |
| Organizing |  | X |  |  |
| Consulting | X |  |  |  |
| Analyzing |  | X |  |  |
| Presenting | X |  |  |  |
| Supervising | X |  |  |  |
| Ability to Deal with Stressful situations |  |  |  | X |
| Ability to Deal with Trauma, grief, death | X |  |  |  |
| Ability to deal with Public Contact |  |  |  | X |
| Decision making |  | X |  |  |
| Work with Others |  |  |  | X |
| Work Alone |  |  | X |  |
| Concentration |  |  |  | X |
| Comprehend and follow instructions |  |  |  | X |
| Relate to Others |  |  |  | X |
| Influence Others | X |  |  |  |
| Perform complex or varied tasks |  |  | X |  |

**Special Comments:**

**Manager Signature: Date**

**Chief Financial Officer Signature: Date**

**Human Resources Signature: Date:**

**Printed Employee Name:**

**Employee Signature: \_\_\_\_\_\_ Date:**