STAFF OPENING

Title: Junior Systems Operations Specialist
Department: Information Technology
Reports to: Manager, Systems Support & Operations

SUMMARY
This position is responsible for receiving, processing and documenting all ICI Staff requests via the Help Desk phone line and Inbox. This position requires experience using Microsoft (MS) Windows Operating Systems and extensive experience using MS Office Suite 2013 Standard and Professional. This is a dynamic multi-tasking position requiring excellent customer service skills, attention to detail, computer support abilities and communication skills. This position provides telephone, remote and desk-side support to staff as well as higher level technical support as needed.

MAJOR DUTIES & RESPONSIBILITIES
• Receives, screens, and processes initial staff requests via the Help Desk phone line and Inbox.
• Provides first level technical support either over the phone or by using desktop management software tools, including remote desktop assistance.
• Participates in desktop maintenance, replacement, rebuilding and installation activities using the Dell KACE Suite of Systems Management Appliances.
• Coordinates, configures and deploys Business Continuity (BCS) laptops and routers to staff.
• Serves as primary contact for mobile device support, including Androids, iPhones, iPads and tablets.
• Installs monthly Simfund Database updates.
• Provides initial technical orientation for newly hired ICI employees.
• Logs, assigns, and monitors staff requests and documents resolutions for future reference.
• Responds to staff requests for release of quarantined email messages.
• Responsible for ordering, receiving, stacking, replacing and organizing printer toner.
• Provides printer toner inventory updates to management upon request.
• Coordinates and documents printer maintenance requests.
• Maintains accurate inventory of ICI desktops, laptops, tablets and printers.
• Provides first level IP telephony support.
• Assists with documenting ICI’s in-house-developed applications.
• Serves as back-up for daily tape rotations.
• Meets various performance metrics for the above duties.
• Performs other duties as assigned.
REQUIREMENTS

- Working knowledge of currently supported MS Windows Operating Systems and MS Office Suite Standard and Professional; specific experience supporting and using advanced features of MS Outlook and MS Word.
- Good interpersonal skills and ability to work well with others.
- Ability to provide technical support over the phone; good phone skills, professional demeanor and previous customer service experience strongly desired.
- Ability to handle constantly changing flow of traffic and to remain productive during slow times; and to be able to multitask effectively during busy times.
- Ability to work responsibly under general supervision.
- Strong ability to accept changed priorities and shift efforts accordingly.

EDUCATION & EXPERIENCE

- BS/BA from an accredited institution of higher learning and a working knowledge of MS Windows Operating Systems and MS Office Suite 2013 Standard and Professional, or an equivalent combination of related education and experience.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary.