

Job Description:

Systems Administrator Assistant and Help Desk

Summary:

Assist the IT Manager with daily duties, future planning and resolving Help Desk tickets.

Essential Duties and Responsibilities:

- Work closely with the IT Manager to insure as little employee downtime as possible
Outstanding customer service
- Handle and resolve help desk tickets and escalate to IT Manager when necessary
- Cable management
- Virus and malware removal skills
- New PC deployment skills
- Identify, interpret, and evaluate systems and network requirements
- Be proactive
- Support remote users via remote control software and telephone
- Assist in installation of computer and networking hardware
- Assist in monitoring network performance, security and IT infrastructure
- Assist in recommending improvements to systems and network configurations, determines hardware or software requirements
- Other duties may be assigned as required

The Ideal candidate will also possess the following skills:

- Solid background of Windows products; Windows Server OS (2003, 2008), desktop
- VMware background, building, configuring and maintaining systems
- In-depth understanding of system networking; load balancing, firewalls, routers, switches
- Avaya or other IP / digital phone system experience
- Any industry certifications
- Minimum 3 years' experience in Networking / IT