



Job Title: IT Support Technician **Job Group:** VI
Location: Administration – 255 Delaware Avenue, Buffalo, NY 14202
Reports to: Manager

SUMMARY:

Maintain and troubleshoot all aspects of the agency Information Technology infrastructure. Assist with IT training for agency staff. Track, troubleshoot and resolve all IT Service Requests through on-site support and help desk staffing. Possible 24hour on call network support.

RESPONSIBILITIES:

- Works as first point of contact at the helpdesk. Resolves tier 1 issues as they may arise. Escalates tier 2 and tier 3 issues to appropriate personnel
- Provide on-site installation and support for all agency computer systems and printers.
- Track agency IT inventory, including hardware and software.
- Update software with patches and new data files as needed.
- IT Support relating to technical issues involving Microsoft applications and operating systems.
- Maintain and support of corporate VOIP system and phone infrastructure.
- Basic Active Directory support including new users, modifications and terminations of accounts & groups.
- Systems documentation including end user, training material and process

Knowledge, Skills & Abilities:

The ideal candidate must have a solid understanding of Windows desktop computers and operating systems and Microsoft Office products; the ability to communicate technical information to non-technical staff to isolate and resolve issues; have excellent interpersonal and communication skills; be able to manage multiple tasks and be well organized; have excellent documentation skills.

QUALIFICATIONS:

Minimum 2 year degree in Computer Information Systems or Computer Science and 1 year experience of PC Troubleshooting, installation of software and hardware.

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