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MCGREGOR, MN 55760
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Job Title: IT Support Technician
Reports To: IT Manager
FLSA: Non-Exempt

SUMMARY: Assures the efficient operations of computer and networking resources in accordance with established policies and procedures. Perform administrative tasks related to the maintenance of the organization's servers and computing network, and provide technical assistance to internal computer users, investigating and resolving computer software and hardware problems, including printers and connectivity issues, in a Microsoft Windows desktop and server environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain network backup systems.
- Manage and maintain Windows Updates for servers and personal computers.
- Monitor and analyze network performance.
- Coordinate desktop, server and network upgrades and repairs with outsourced provider.
- Ensure timely addition and maintenance of user and email accounts on the network; assign application access, ensuring security.
- Troubleshoot network printers, drivers and software issues.
- Provide desktop support and technical assistance to internal computer users.
- Provide technical support for non-computer related technology (phones, cell phones, printers, etc)
- Under direction of IT Manager, purchase new computers, printers, network and other technical equipment.
- Assist in developing Information Technology budget.
- Familiar with Sonic Wall, Dell Network Extreme, Active Directory, Group Policy, Virtual Servers and Virtual hard drives desirable.
- Additional duties as assigned.

EDUCATION AND QUALIFICATIONS

- College degree with 4 years of experience preferred.
- Strong technical knowledge of current network hardware, protocols and standards.
- Two-years work experience in desktop or systems support.
- Valid driver's license and dependable transportation is required.
- Ability to lift up to 25 lbs.
- Strong customer service attitude and skills.
- Strong verbal and written communication skills.
- Problem analysis skills with attention to detail.
- Ability to complete assignments with minimal supervision.
- Comfortable working in fast paced but flexible manner.
- Ability to communicate technical information to non-technical audiences

WORK ENVIRONMENT:

- This position includes continuous walking, bending, crawling, climbing, reaching over shoulders, lifting equipment up to 50 pounds and engaging in labor related duties of connecting computer equipment
- While performing the duties of this job, the associate is regularly exposed to low to moderate noise levels

Floe International reserves the right to make changes to this job description without notice, as required to meet changing organizational and production needs.

Employee Signature: _____ **Date:** _____