

## Tubelite Denco Job Description Equipment and Digital Product Manager

<b>Job Title:</b>	<b>IT Support Specialist</b>	<b>Status:</b>	<b>Full Time</b>
<b>Manager:</b>	<b>Margo Sanders</b>	<b>Classification:</b>	<b>Exempt</b>
<b>Department:</b>	<b>IT</b>	<b>Location</b>	<b>Apopka</b>

### POSITION SUMMARY

Ensure the proper day-to-day operation of technology applications and equipment. Provide desk-side assistance in resolving technology support issues. Assist with installations, repairs, upgrades, backups, and other maintenance tasks. May have expertise in commonly used business applications.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:**

- Provides day-to-day end user support for network infrastructure and desktop systems software and hardware.
- Utilizes soft skills and troubleshooting skills to resolve client issues and questions.
- Gather relevant information on routine and complex calls.
- Uses effective listening skills to develop an understanding of end users' questions or issues.
- Installs, configures, and troubleshoots desktop systems, workstations, servers and network issues.
- Documents, tracks, and monitors user incidents system to ensure a timely resolution.
- Prioritizes and escalates support incidents and requests based on business impact.
- Maintains passwords, data integrity and file system security for the desktop environment.
- Communicates highly technical information to both technical and nontechnical personnel.
- Works independently and with teams to provide excellent support and solutions.
- May participate in development of information technology and infrastructure projects.
- Other related duties are assigned as needed.

#### **REQUIRED QUALIFICATIONS and SKILLS**

- Associates Degree with work experience required
- 2+ Years of experience in a technical help desk position
- Working knowledge and experience with servers and networking equipment

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- Knowledge of and experience supporting hardware and infrastructure including but not limited to:
  - PCs and laptops
  - Smartphones
  - Printers
  - Routers
  - Switches
  - VOIP
  - VLANS
- Basic Administrative Experience in Active Directory, Office 365
- Microsoft Exchange
- Supporting users remotely
- Excellent Communication Skills
- Patient and Respectful
- Ability to work alone and with a team
- Self-Motivated
- Detail Oriented
- Preferred Experience with SDWan, Meraki Routers and Switches. Network Security, Azure or AWS, ticketing Systems such as Spiceworks

**TUBELITE/DENCO IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**