

LIBERTY LIFT SOLUTIONS

Job Description Form



Division/Department	Corporate
Location	Houston, TX
Job Title	IT Technician
Reports to	Director of IT

Level/Grade	Type of position:	Hours ____40____ / week
	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Contractor <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

POSITION SUMMARY

The IT Technician is responsible for providing internal IT support to Liberty Lift users and staff. This position will perform a wide range of tasks with the goal of increasing our employee's efficiency through use of technology, access to relevant data, and ability to communicate effectively within the organization. This position will assist users with varying degrees of technical knowledge and ability, and must be able to communicate accordingly. The IT Technician will troubleshoot and resolve technical issues from varying software programs and must be able to use their ability effectively assess the issue, research solutions, identify the problem and assist users in resolution steps. This position will also be responsible for the administration and monitoring of the network, Active Directory, Windows Servers, and backup/DR systems.

RESPONSIBILITIES

- Provide internal IT support to Liberty Lift staff
- Support email communications and manage user accounts
- Maintain active directory (domain) accounts
- Perform general PC support and maintenance
- Organize and maintain asset lists and user ownership
- Troubleshoot and resolve mobile device issues
- Support Salesforce.com users and maintain account access
- Enforce security, software and compliance policies
- Prepare equipment for user deployment
- Administer and monitor Windows Servers
- Administer and monitor backup/DR systems
- Miscellaneous problem resolution related to IT process, equipment, or software

QUALIFICATIONS

- High school diploma or general education degree (GED)
- Technical ability
- Safety Oriented
- Written and verbal communication skills
- Willingness to learn
- Ability to research and resolve issue with little oversight
- Experience with Microsoft Exchange, Active Directory, Salesforce, Windows 7, 8 and 10, and Windows Server

COMPETENCIES

- Professional Maturity
- Communication
- Flexibility
- Customer Service
- Collaboration and Partnership
- Attention to Detail
- Teamwork
- Responsibility
- Time Management
- Leadership
- Job/Technical Knowledge
- Problem Solving
- Integrity and Respect
- Accountability

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Physical Demands: This job is a mostly sedentary role; however, moderate physical activity is occasionally required to stand, walk, sit, reach, carry, pull, lift or otherwise move objects up to 25 pounds. Employee is required have specific vision abilities which include close and distant vision, peripheral vision, color vision, depth perception, and the ability to adjust focus. Employee is also required to talk and hear.

Work Environment: This job operates in a professional office environment. The noise level is moderate and in a well-lit area. This role routinely uses standard office equipment such as computers, phone, printers, photocopiers, filing cabinets, and fax machines. This position may encounter overnight traveling.

EMPLOYEE ACKNOWLEDGEMENT

My signature below acknowledges that I have received, read and understand this job description, and that I am expected to consistently demonstrate the essential job duties and core competencies of the position with or without reasonable accommodation. Furthermore, I acknowledge that I may be expected to perform additional tasks and projects as assigned, and I agree to perform such tasks and projects, along with the essential functions of my job, in accordance with the performance standards and expectations set forth by the company.

Employee Name (Printed)

Date

Employee Signature