

Corporate	Master Job Description		
	Revision:		

Department	Information Technology		
Job Title	IT Support Technician	FLSA Status	Exempt
Role	N/A		
Sub Role (If any)	N/A		
Reports To			

1. Role Purpose:

(Provide a brief summary of the primary purpose of this role)

The IT Support Technician will be responsible for providing overall Level 1 technical assistance and support related to computer systems, hardware, and software, to end-users via phone, remote access, and desk side support. Under supervision of the Senior IT Manager, the Technician will respond to queries, isolate problems, and determine and implement solutions. This position requires the ability to resolve end user problems quickly. You must have excellent communications skills (both verbal and written), must manage time effectively and have strong organizational skills. You must also possess the ability and judgment to escalate support requests if necessary, as part of the Information Technology team.

2. Key Duties & Responsibilities:

(Briefly describe the essential activities that are performed by this role including key duties/responsibilities. Each statement should start with a verb. Additionally, indicate how frequently it is performed)

- Evaluate and prioritize incoming phone and email requests for assistance.
- Monitor internal help desk system for the delegation, assignment and/or completion of trouble tickets.
- Respond to queries either in person, over the phone, or via remote access.
- Provide diagnosis in basic error situations to determine point of failure.
- Work closely with associates to provide solutions.
- Operate and utilize the trouble ticket system, which will provide incident and problem management for issues related to computer systems (software and hardware).
- Coordinate problems with appropriate technicians.
- Troubleshoot equipment malfunctions and correct them as directed by operation manuals, or supervisor.
- Install, modify, and repair printers and computer hardware/software, which includes the set-up of new equipment to include maintenance of all existing workstations and inventory.
- Be familiar with industry diagnostic tools that will aid in troubleshooting problems.

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- Create/update documentation of Standard Operation Procedures for the IT Department, which includes interdepartmental and instructional information for employees.
- Perform audits and maintain inventory of all equipment and programs.
- Document all performed analysis as per cGMP, USFDA and 21CFR211.194 guidelines.
- Follow cGMP (current Good Manufacturing Practices), 21CFR211.22, 21CFR211.28 and 21CFR211.170.
- Follow the OSHA (Occupational Safety and Health Administration) and EPA (Environmental Protection Agency) safety regulations.
- Follow all DEA (Drug Enforcement Agency) guidelines.
- Other duties as assigned.

3. Typical Supervisory Responsibility:

(Identify any responsibilities the role has for supervising others)

N/A

4. Education & Experience:

(Describe the education required for this role, including specifications, if any. If equivalent experience or knowledge can be substituted for the educational requirements, A combination of Education and experience shall be taken into account.)

Education Requirement	Specialization (If any)
A college degree is preferred (Associates or B.S.). Technical discipline (sciences, engineering) or related field preferred	N/A
N/A	N/A

Experience Requirement

(Describe the experience required for this role. Identify the type of experience, number of years, and any additional comments on the experience and education requirements for the role. Also, include any geography specific requirement that differs from the experience.)

N/A

Number of Years (Minimum to Maximum)	N/A
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5. Technical competencies/ Certifications/ Licenses:

(Briefly describe the required competencies such as, skill, ability, knowledge an individual must possess to perform the role. Also, identify any certification or licenses required to perform the role.)

Technical competencies	<ul style="list-style-type: none"> • Experience with Solarwinds WebHelpDesk and Citrix XenDesktop a plus.
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	<ul style="list-style-type: none"> • Strong aptitude in OS repairs, hardware, upgrades and troubleshooting. • Ability to utilize any/all tools available in order to remedy minor computer equipment malfunctions. • Knowledge of computers in order to perform task listed under principal duties, and responsibilities. • Knowledge of methodology to operate computer systems and to troubleshoot minor computer equipment malfunctions. • Interpersonal skills necessary to assist and train others in computer systems. • Must be a team player. • Must maintain confidentiality. • Ability to meet deadlines. • Must have the ability to work in a fast-paced environment with little assistance. • Working knowledge of LAN and WAN technologies • Windows 7/10 • Install and configure PCs and printers • Knowledge of Office 2010-2016 • Knowledge of AntiVirus software and malware removal tools
Certifications	N/A
Licenses	N/A
Other	N/A

6. Physical demand and Work environment:

(Provide details regarding the physical demands and work environment that are essential to the role)

a. Physical demands:

While performing the duties of this job, the employee is required to walk, sit, and use hands to finger, handle or feel tools or controls, reach with hands and arms, balance, stoop, crouch, bend, talk and hear. The employee must lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, and depth perception.

b. Work environment:

Due to the need to support electronic equipment and computer systems across the site, the employee will be working in various environments, which may include classified cleanroom environments, utility workspaces, workshops, laboratories and office environments.