



Exhibit Services, LLC

RES Exhibit Services LLC Job Description

JOB TITLE: IT Support Technician

DEPARTMENT: Information Technology

FLSA STATUS: Non-Exempt

Updated: July 2019

REPORTS TO: IT Director

SUMMARY: The IT Support Technician is responsible for effective provisioning, installation/configuration, operation, and maintenance of end users' systems and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that end users' systems: hardware, operating systems, software, and related procedures adhere to organizational values. Successful candidates will provide Desktop administration, helpdesk support, throughout RES.

Job Results, Essential Functions & Measures	
<p>Customer Service/ Help Desk (70%)</p> <ul style="list-style-type: none"> Process help desk tickets in a timely fashion Addresses immediate service requests Provides support for all internal & remote hardware Assists with web conferencing Other duties as assigned <p>Hardware/Software Support (20%)</p> <ul style="list-style-type: none"> Maintaining day to day support of various hardware equipment (Laptops, printers etc.) Maintains the telecommunication equipment Load operating systems and configure equipment Thin Client provisioning (Virtual Desktop) Microsoft Office 365 support Updating operating systems & firmware Maintaining updated applications on end user devices Maintaining accurate hardware inventory Maintaining software license inventory Maintain up to date software / licensing subscriptions Maintain and configure firewalls & switches Other duties as assigned 	<p>Manager's observation:</p> <ul style="list-style-type: none"> Measurement of help desk ticket turnaround time Immediate support needs are met in a timely fashion <p>Manager's observation:</p> <ul style="list-style-type: none"> Ensures all hardware equipment is in good working order. Ensures ample software licenses are available at all times Ensures ample hardware available at all times Measurement of telecommunication equipment down time Ensures firewalls are intact at all times

This job description is a summary of the job duties and requirements that represent the general nature and level of work being performed. This description is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees. In addition to the above, all employees are expected to read, understand, and comply with company policies and procedures as noted in the RES Employee Handbook, regulatory expectations, quality and department standards, etc. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Results, Essential Functions & Measures	
Project Work (10%) <ul style="list-style-type: none"> • Interface with IT partners for pricing quotes • Assists in designing & configuring of computing equipment • Create customized reports to relay information requested by executive team • Maintain up to date documentation on IT processes • Other duties as assigned 	Manager's observation: <ul style="list-style-type: none"> • Ability to complete project with little direction • Measurement of IT process documentation updates

Core Competencies	
<i>Customer Focus</i>	<ul style="list-style-type: none"> ➤ Identifies the true problem vs. the presenting problem; as well as the ability to recommend the appropriate intervention to address its resolution. ➤ Provides a high degree of customer service through responsiveness and anticipation of customer needs in order to establish long-term partnerships.
<i>Communication</i>	<ul style="list-style-type: none"> ➤ Translates complex situations into simple, meaningful explanation that others can grasp.
<i>Influence</i>	<ul style="list-style-type: none"> ➤ Presents a compelling business case that persuades groups and individuals to readily adopt new and existing technology for the purpose of performance improvement. ➤ Serves the customer through facilitation and consultation (in other words, teaching them to use systems/processes vs. doing it for them.)
<i>Planning</i>	<p>Evaluates and pursues initiatives, investments and opportunities based on their fit with the broader strategies, market opportunities, and to counter competitive threats.</p> <ul style="list-style-type: none"> ➤ Clearly and quickly works through the complexity of key issues, problems and opportunities to affect actions (e.g. leverage opportunities and resolve issues). ➤ Demonstrates effective skill in planning, supervising, monitoring, and accomplishing projects. Knows how to organize people, activities, and processes to get things done efficiently and effectively.
<i>Self-Motivation</i>	<ul style="list-style-type: none"> ➤ Be able to work under minimal direction. Striving for continuous improvement.

Position Qualifications

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Education & Experience	Mathematical Skills	Physical Demands
Associate's Degree in Information Technology and/or Systems with two years of experience working in an IT Department utilizing multiple technologies. Including but not limited to Fortinet Firewall, Allworx, Barracuda, Syteline, Autodesk, Datto backup & PRTG experience.	Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to calculate figures and amounts such as proportions, percentages, rates and ratios	While performing the duties of this job, the employee is regularly required to use hands to operate office equipment such as a computer, copier, fax and other office equipment. The employee must occasionally lift/move up to 50 pounds.
Computer Skills	Reasoning Ability	Work Environment
Advanced Skill Level in: <ul style="list-style-type: none"> • Microsoft Windows (7,10) • Microsoft Office 365 • Windows Active Directory • Web Conferencing Software • Apple IOS • Familiarity with MAC OS 	Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. To think on your feet and outside the box.	The noise level in the work environment can be loud in production areas. Hearing protection is provided as an optional use. Must comply with safety & dress codes for all production areas. Must follow all safety guidelines as outlined in the RES Safety Manual dated 12/2012. Some local travel may be required.
Certificates, Licenses	Language Skills	
A+ (CompTIA) certification desired Network + (CompTIA) certification helpful	Ability to read, write and interpret documents in English such as safety rules, operating and maintenance instructions and procedure manuals. Ability to read, analyze and interpret common trade journals.	

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