IT Help Desk Administrator

The primary role of the Help Desk Administrator is to provide Cascade employees with: technical support, troubleshooting, and problem resolution of Windows Workstations, Laptops, Tablets, Wyse Thin Client devices, Apple iDevices, printers, desk phones and voicemail, as well as set-up and provisioning of above devices.

JOB DESCRIPTION:
This individual is accountable for the following areas within the IT department: responding to Cascade employee Help Desk requests made via phone and the Help Desk Ticketing system, troubleshooting, and problem resolution of Microsoft Windows Desktop, Laptop, and Surface Tablet devices and Operating Systems, as well as the various third party software products that run on these devices. Installation and configuration of Network printers and resolution of printing issues. Basic end user administration and assistance: enable/disable accounts, reset passwords, resolve password issues. Hardware and software setup and configuration and provisioning of devices to end users utilizing Microsoft's Systems Center Configuration Manager (SCCM) for Desktop, Laptop, and MS Surface device imaging/re-imaging, and deployment.

SPECIFIC DUTIES INCLUDE, BUT ARE NOT LIMITED TO:
- Provide hands-on "Tier I" first line end user desktop/laptop/tablet support to Cascade staff.
- Provide desktop applications support (MS Office suite, Adobe, Email, etc…).
- Provide basic Phone and Voicemail support and administration.
- Provide primary remote computer support for Cascade's N-American Field Sales Territory Managers (roaming Field Sales Reps), as well as occasional remote support for Cascade staff at other N-American sites.
- Troubleshoot / resolve occasional remote (VPN) connectivity issues
- Investigate, troubleshoot, analyze, research, and resolve desktop/laptop/tablet hardware and software issues. Document workarounds and fixes.
- Service and repair PCs, Laptops, and printers when practical, to extend the life of the asset.
- Acquisition as well as initial prep/set up and configuration of Cascade authorized wireless devices (iPhones and iPads).
- Configure and maintain Windows desktops, laptops, and MS-Surface tablets with Cascade's standard application suite and standard configurations.
- Utilize Microsoft's SCCM to create, distribute, and deploy Windows Desktop, Laptop, and Surface Tablet images to devices. Deploy those devices to Cascade employees.
- Provide 24x7 "on-call" technical support and assistance to Cascade staff, as necessary.
- Research, evaluate, recommend, and purchase Cascade approved hardware and software: Desktops, Laptops, Tablets, Printers, computer supplies, and consumables.
- Monitor alerts and system status reports from various Servers. Notify others on the team as necessary / help resolve server problems.
- Maintain existing / develop new installation and configuration procedures. Maintain operational and/or other procedures.
- Review technical documentation; attend/participate in online presentations and relevant trainings and conferences.
- Cross train with other IT Technical and Operations staff.

SKILLS / QUALIFICATIONS:
- Flexible and socially adept with both your peers in IT, and staff in other departments.
- Ability to mesh well and collaborate effectively with a diverse group of long time IT professionals.
- Good verbal and written communications skills.
- Ability to speak about technical issues with non-technical people, in non-technical terms.
- Experience working with various versions of Microsoft Windows Desktop OS's (Win/7, Win/8, Win/10).
- Proficiency in using Microsoft Windows and the MS-Office Suite of software products.
- Some familiarity with Active Directory organization / structure, and AD Group Policies.
- Attention to detail and proven strong analytical / troubleshooting skills.
- Ability to serve as a technical jack-of-all-trades in the Windows: Desktop, Laptop, Surface Tablet, and LAN environment.
- Basic working knowledge of DHCP, DNS, and TCP/IP (v4) networking and routing.

EDUCATION AND EXPERIENCE:
- Associates Degree in Information Technology, Computer Science, or related field; or an equivalent combination of classes, Microsoft Certifications, and experience.
- CompTIA A+ certification in PC hardware.
  - 1+ years of Microsoft Windows Desktop Operating Systems (Win/10) installation, configuration, networking, and maintenance.

- 1+ years of experience as "Tier I" first line end user Technical support for PC's, Laptops, and Tablets running Microsoft Windows/10, as well as Edge, Chrome, Firefox, and various 3rd party desktop software applications.
- 1+ years of experience with Microsoft's Desktop Operating Systems imaging, configuration, and deployment.
- Microsoft Active Directory administration experience (AD, DHCP, DNS, GPOs, etc…) would be a plus.
- Any relevant Microsoft certification (MCP, MCTS, MCITP / MTA, MOS, MCSA, etc) would be a strong plus.
- Experience with Windows Desktop virtualization (under VMWare) would be a plus.
- Experience working with any of the following: Citrix XenApp, Zscaler, Proofpoint, Dell Secureworks, and/or CommVault would be a plus.

An Equal Opportunity Employer

Drug Free Workplace