

Job Description

Information Technology Specialist

Job Title: Information Technology Specialist
Department: Technology
Reports To: IS/Tech Manager
Supervises: N/A

Job Function:

Responsible for assuring information technology systems are adequately functioning and available to support the business, maintains the parts inventory management system, serves as the JDIS contact and JDUG representative and helps with the planning and budgeting activities relative to information technology for the entire organization.

Duties:

1. Configure laptop and desktop computers.
2. Set up and maintain e-mail accounts.
3. Be proficient in the EQUIP business system.
4. Write custom reports in QUERY.
5. Troubleshoot/Maintain PC's, printers, network and software.
6. Submit computer and phone warranty claims.
7. Able to cable, splice, connect, etc.
8. Keep in contact with JDIS, ISP's, etc.
9. Maintain user lists and passwords.
10. Maintain inventory of current equipment.
11. Maintain inventory of useable equipment not currently in circulation.
12. Management of cell phones and air cards.
13. Must be able to maintain confidential information that pertains to GIE customers, employees, and general operations.
14. Duties as assigned.

Skills & Qualifications:

- 2 years informational technology experience.
- Undergraduate degree or equivalent experience
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Proficient with Microsoft Office tools.
- Excellent people skills.
- Strong customer service skills
- Must maintain a driving record that is in accordance with company guidelines.