

Building Service 32BJ Benefit Funds

Job Description Posting

Health Fund

Job Title: PC Technician II
Labor Grade: N/A
Department: Information Technology
Reports To: IT Manager
Posting Date: April 29, 2019

JOB SUMMARY:

Works independently to assist users with technical support for desktop computers, applications, and related technology and ensures proper computer operations to end user. Will be responsible for providing server back-ups.

ESSENTIAL FUNCTIONS:

- Provide general desktop support to end users including questions, problem resolution, and service requests related to all supported Hardware and Software
- Provide first and second line support to the Funds' users via telephone, email, in-person.
- Manage helpdesk queues in Track-IT system.
- Monitors system alert management system and responds to alerts for hardware and software issues.
- Answer Help Desk phone in courteous and professional manner
- Understand and evaluate end-users needs and develop creative technical solutions
- Know when to escalate a problem
- Document all requests, including the entire problem solving process
- Learn the software and hardware used and supported by the Funds
- Unpack, setup, connect and test new computers, printers and other peripherals
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software
- Disconnect, move, reconnect and test workstations and printers for Move and Change requests
- Manage computer asset inventory, ensuring that all equipment is set up and maintained within required specifications and Funds standards.
- Troubleshoot LAN/WAN basic networking issues
- Troubleshoot printers, scanners, and other peripherals issues
- Responsible for setting up audio/visual equipment for presentations
- Perform routine maintenance as needed
- Perform other related duties as assigned
- Provide support after hours, on weekends and through on-call rotation

QUALIFICATIONS:

- A+ Certification required, Network + Certification and Microsoft Professional Certification are pluses.
- Background in personal computer hardware repair and/or troubleshooting
- Knowledgeable in computer hardware, operating systems, applications, and networks
- Familiar with MDM, Window 7 - 10, MS Office 2013 - 2019, and Exchange,
- Experience with Active Directory configuration, printer server, LAN and WAN networks,
- Knowledge of diagnostic utilities and other research tools for troubleshooting and issue resolution
- Must be able to multitask
- Ability to work independently and also as a team member with the IT Staff
- Analytical skills to resolve problems, identify and document solutions
- Strong interpersonal communication and relationship-building skills

Education and or Experience: Associates, Undergraduate Degree or currently enrolled in a undergraduate program in Business, Accounting, Computer Science or in a related field. 2 to 3 years related business experience. Professional who has strong oral, written and interpersonal communication skills, is computer software literate, and possesses excellent organizational and time management skills.

Language Skills: Speak, Read, Write and Understand English.

Mathematical Skills: Good

Reasoning Ability: High

Certificates Licenses, Registrations: None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environments

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Candidates may submit their cover letter and resume to jobpostings@32bjfunds.com prior to closing date. Only those candidates under consideration will be contacted. No phone calls please.