
Job Description: Systems Support Assistant

IT Department

Supervisor: Network Systems
Manager

Status: Full-time

FLSA: Exempt

Revised: 12/09/2010

Approved:

Position Summary: Under the general direction of the Network Systems Manger, Systems Support is responsible for maintaining and supporting all information systems, in addition to providing user and systems support to company employees.

Essential Duties & Responsibilities

Maintains and ensures the level of service of the computer and communications resources according to company and client work standards.

Assist in the planning and integration of network, communication, and technology systems.

Provide systems and user support for company employees.

Assist in the installation, configuration, and maintenance of computer hardware, software, and technology systems.

Execute appropriate emergency procedures and test their readiness.

Monitor and report opportunities and threats to the information security of all company information systems and infrastructure.

Available during non-business hours to respond to company and client reports of system problem(s).

Participate in a wide variety of special projects and compiles a variety of special reports, as assigned by Management.

Maintain systems and controls which verify the integrity of all systems, processes, and data that result in enhancing the company's value.

Conform with and abide by all regulations, policies, procedures, and instructions to perform any other job-related duties requested by any individual authorized to give instructions or assignments.

Conform to all safety rules and use all appropriate safety equipment.

Perform other related duties incidental to the work described herein.

Accountability

Must be detailed oriented, possess strong organizational and interpersonal skills, self-motivated, goal oriented and work well under pressure. Responsible for meeting established goals set forth by management.

Qualification/Requirements

Education Requirement: Bachelor degree in related field,

Related Experience: 1 year of information systems support and administration experience.

Management Experience: N/A

Computer Equipment and Software Requirements:

- Accomplished in using and/or administering UNIX, Linux, Windows, and I/series system environments.
- Competent in secure network support and administration.

Physical requirements:

The work required of the individual in the position is general sedentary, requiring walking, standing, bending, and carrying items less than 40 lbs. The position requires the ability to operate personal computers and other general office equipment. Please see Human Resources for a complete list of other specific physical requirements.

Disclaimer & Acknowledgment

This job description is intended to indicate the kinds of responsibilities and levels of difficulty required of the employee(s) in this position and in no way states or implies that these are the only duties to be performed by the employee(s) in this position, nor does it restrict management's right to assign or direct responsibilities to this position at any time.

All duties and responsibilities are essential job functions and requirements and are subject to possible modification at any time due to reasonable accommodation or other reasons. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

The job description in no way creates an employment contract, implied or otherwise, other than an "at will" relationship.