



JOB DESCRIPTION

Job Title: IT Administrator	Department: Finance/HR/Administration
Reports To: CFO	FLSA Status: Exempt
Direct Reports: None	Effective/Revised Date: JAN 2019

JOB SUMMARY

Provide technical support for day-to-day company IT needs with network and infrastructure, employee computers and peripherals, and interface with Moline's 3rd party technical support contractor. The IT Administrator is responsible for assisting with development and execution of the technology plan, and maintain knowledge of alternative hardware, software and support services on the market that could benefit the company (computers, tablets, cloud-based technology, broadband connections etc.).

JOB DUTIES AND RESPONSIBILITIES

- Install and configure computer hardware, software, systems, networks, printers and scanners
- Providing technical support across the company (this may be in person or over the phone)
- Diagnose, troubleshoot, and resolve hardware, software, and network issues
- Provide support to end users for computer, server, printer and software & telecom needs and monitor issues through 3rd party support / ticketing system to ensure a timely resolution. Escalates problems as appropriate
- Ensure the proper implementation and management of cybersecurity controls
- Monitor network utilization/performance and recommend procedures for network optimization, security, reliability, and availability
- Manage servers (virtual and physical) and computer configuration
- Manage system updates and system backups
- Manage user accounts on the network (adds and deletes users, controls access to the network)
- Manage software licensing for servers and pc's
- Manage Active Directory, Group Policy and O365 environments
- Actively review reports of computer, server, and peripheral equipment
- Researches new and available technologies for implementation
- Recommend plans for system and network upgrades including budget analysis
- Occasionally help controls engineers with machine/PLC networking plans and diagrams
- Work closely with Facilities Engineer on building security, HVAC controls, and machine tools
- 24x7 on-call responsibilities.

Computer Skills

To perform this job successfully, an individual should have working knowledge of Office 365, Exchange, SharePoint, Windows Server 2012/2016, Windows 8 & 10, Active Directory, Group Policy, Autodesk applications, Terminal Services, SQL, ERP, TCP/IP, WAN, DNS, DHCP, VMware, Remote application and implementation.

JOB REQUIREMENTS

- Associates degree in technology related field, or equivalent, related work experience
- 2-4 years' work experience preferred, as well as any relevant certifications
- Excellent customer service and problem solving skills
- Ability to prioritize and manage multiple tasks, while maintaining high customer service standards
- Good written and verbal communication skills.
- Good organizational and documentation skills.
- Ability to work well with others; team player.

PHYSICAL DEMANDS/WORKING CONDITIONS

Work is occasionally physical in nature, as they may have to lift and carry heavy equipment in a variety of hot or cold environments. High attention to detail required.