

# SENIOR IT TECHNICIAN - Information Technology

Greenwood Village - Colorado

## JOB DESCRIPTION

The Senior IT Technician's primary EMPHASIS is to perform complex and non-routine provision for all critical systems, hardware and software. This position serves as the primary contact for troubleshooting hardware, software, phones, network and/or printer problems. This role aids various employee groups via telephone, email, chat, helpdesk, and in person. The Senior IT Technician is responsible for knowledge and or follow-up research to be able to be a trusted resource on a broad scope of questions, problems, and requests related to technologies, desktop software, hardware, peripherals, network issues, and on a variety of different platforms including Windows OS and Mac OS X.

### **Duties, Responsibilities & Accountabilities:**

- Maintain hardware and software in Desktop environment
- Configure, install, troubleshoot and maintain Personal Computer (PC) and MAC related hardware and software, associated printers and peripherals, network access, and network client software
- Troubleshoot and maintain VOIP phone system
- Maintain and support Microsoft Office products, E-mail and other managed services and environments
- Maintain and support Client Services %images+for company desktops and laptops.
- Maintain and troubleshoot network firewall and router configurations
- Maintain and assist with the expansion of the network infrastructure including switches, cabling, network equipment and server virtualization.
- Document, track, and monitor problems to ensure a timely resolution.
- Perform timely workstation hardware and software upgrades and virus protection as required
- VPN support
- Document internal procedures
- Cell phone support
- Maintain accurate inventory information for both hardware and software products.
- Application installation tasks and concepts, conference room/media/event support.
- Support, install and upgrade new computer equipment including imaging of new computers
- Develop, document and train others on IT systems and best practice procedures.
- Ability to work after hours, holidays and weekends
- Maintain proper back-ups
- Perform various other duties and activities as assigned by Supervisor/Manager within the physical constraints of the job.

## QUALIFICATIONS

### Required Skills:

- Windows 7, Windows 10, MAC OS X and Office 365 Product proficient
- Excellent English communications skills. Both written and oral
- Work in a task-oriented environment
- Communicate and interact effectively with all levels of personnel.
- Experience with virtualization projects such as XP Mode, VMware, Med-V / APP-V or Hyper V.
- Basic scripting skills would be desired
- Strong team player with solid interpersonal skills.
- Ability to work independently and as part of a team.
- Highly organized and detail-oriented with the ability to multitask.
- Experience with multiplexers (modems, circuit switching units, data switching units,) highly preferred
- Experience with data terminal equipment (front-end processors, Firewall, router devices) highly preferred
- Relevant and up to date experience of the IT industry
- Understanding of DHCP, DNS routing CCNA or equivalent qualification
- Install, test, patch and make software available to users
- TCP/IP Task Ability to use Microsoft Server products
- Ability to help users and troubleshoot daily tasks

### Required Education:

Bachelor's degree from accredited university in business, technical or equivalent field. Additional years of experience can be used to substitute for degree.

### Required Experience:

- 5+ years of relevant experience in IT Network and desktop support environment
- Proven experience as **IT Technician** or relevant position
- In depth understanding of diverse computer systems and networks
- knowledge of internet security and data privacy principles
- Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional)