

IT Help Desk Technician – Part Time (#IT07062020)

Office Location: Wyomissing, Pennsylvania

Salary: Commensurate with experience

Job Description

Ideal candidate would be an IT Specialist with a B.S. or A.S. in Information Science and Technologies searching for part time employment with the desire to attain additional skills. Experience with operating systems, security and desktop support is preferable.

Responsibilities will include (but not be limited to):

- Assisting in ensuring day-to-day functioning of systems, networks, and associated devices, including but not limited to desktop, laptop, smartphones, mobile user VPN, desk phones, social media platforms, etc.
- Installing desktop software including but not limited to Autodesk, Microsoft Office, MS Teams, design applications, and others as required.
- Troubleshooting and resolving IT issues for our employees in our corporate office, our four branch offices and remotely as required.
- Documenting and communicating issues to the Manager of IT and other employees as applicable
- Assisting our Marketing team with on-line, social media, and new software deployment.
- Maintaining and demonstrating strong technical expertise in the key technologies used within the organization including operating systems, browsers, voice and data networking, remote access, Outlook email client, and VPN
- Maintaining familiarity with current and upcoming technology trends in mobile and desktop operating systems
- Familiar with various software suites such as MS Word, MS Office, Excel, Access, MS Project, AutoCAD and Revit.

Education and Qualifications Requirements:

- Bachelors or Associates degree in Information Science Technology with an emphasis on systems and security plus 0-2 years of formal on-the-job experience encompassing operating systems and desktop support, as well as at least one IT internship of 3-6 months
- Networking and system administration experience a plus.
- In addition, we are seeking someone with a customer service mindset with effective written communication, oral communication, and listening skills, who can work in a fast paced, deadline driven environment, to meet the needs of our employees.
- Excellent attitude, attention to detail and interpersonal relationship skills.
- Self-motivated and driven to succeed.
- Valid driver's license and reliable transportation are required for this position as occasional regional travel to our branch offices may be necessary.

- Ability and willingness to work additional hours on projects as required for satisfying client's deadlines.
- Good written and verbal communication skills.
- Self-disciplined.
- Capable of working independently and within a team framework.
- Sensitive to client's needs and demands.
- Potential for weekend and holiday support based on project schedule.
- Ability to work within project budget and schedule requirements.

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