

IT SUPPORT TECHNICIAN



Location: Literacy Action Office – Peachtree Center
Reports To: Administrative Officer
Direct Reports: 0
Classification: 20 hours/Part-Time
Wage Range: \$16-22 per hour based on experience
Apply At: careers@literacyaction.org
Website: www.literacyaction.org

SUMMARY

As an IT Technician you will diagnose repair and maintain hardware and software components. You will install and configure computer hardware and provide IT support for the organization. You will routinely interact with various departments and levels and listen to their technical needs and implement IT solutions to resolve.

An ideal candidate will have an associate's degree in computer science or engineering with A+ and Linux+ certification. Candidate must have experience troubleshooting systems and be skilled in database programming and software installation. Candidates must be proficient with MAC and OS and be familiar with a range of software and hardware. Must have a willingness to travel to client sites to complete daily work. Must have a solid work ethic, self-driven, with the ability to work with minimal supervision.

RESPONSIBILITIES

- Provide technical support for hardware & software to internal clients. Initial diagnosis and troubleshooting of computer, audio-video, and other equipment.
- Regular maintenance of computers used for Program delivery and Operations, including application installations, and hardware upgrades
- Research solutions and options to meet organizational technology needs
- Asset/inventory management of multiple devices
- Work with outsourced Managed IT provider for escalation and resource for projects and troubleshooting escalation
- Install and configure hardware and software components
- Repair or replace damaged hardware
- Upgrade systems to enable compatible software
- Install and upgrade antivirus software
- Perform tests on new hardware and software
- Define software, hardware and network requirements
- Troubleshoot hardware and software issues
- Proactively manage and monitor LAI computers, servers, phone systems and core network
- Support for Microsoft, Apple products, other software systems
- Backup monitoring and mediation
- Conducts Network assessment of complete IT system evaluation
- Reduced computer, server, and network downtime

QUALIFICATIONS

- Certification or Degree in related field or equivalent experience; working toward at least one Industry Certification, including MCP, MCSA, A+, Net+, Linux+
- At least two years' experience in technology service and product support (hardware and software)
- Experience supporting, MAC, OS, Windows 10 and Office365 applications
- Experience troubleshooting systems
- Familiar with a range of software and hardware
- Clear and professional written and verbal communication
- Time management and multi-tasking skills in a fast-paced environment; good self-starter
- Excellent analytical, critical thinking and problem-solving skills
- Detail oriented, organized and dependable