

Job Description



Job Title: IT Support Technician

Reporting To: Chief Technology Officer

Job Function: User IT Support

Job Location: Cleveland, Ohio

Summary:

The IT Support Technician provides information technology support to all employees while working on projects to ensure that end user and business needs are met. This role is responsible for configuring and maintaining the computer environment which includes all computer hardware and software, network devices, printers, phone server, security system, access control system, user support, mobile device, etc. A knowledge of basic networking and cabling is also required. The IT Support Technician will be a member of the Technology team, work closely with and support all end users, and interface with our technology vendors.

GBX Group is an innovative, entrepreneurial organization. Working with our investors, we are dedicated to the revitalization of historic real estate properties in some of the greatest cities in the US. Our culture is unique and very important to us. We challenge one another, work hard and truly enjoy how our work makes a difference to people in the communities we serve. We are looking for someone who is smart, driven and passionate about being part of a team that makes a real impact to join GBX as our IT Support Technician.

Essential Duties and Responsibilities:

- Answer, evaluate, and prioritize incoming requests for assistance from users experiencing problems with hardware, software, networking, mobile devices and other computer-related technologies.
- Interview users to collect information about problems and lead users through diagnostic procedures to determine source of error.
- Diagnose root cause of problems and provide corrective measures.
- Handle problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor.
- Log and track calls using problem management database; maintain history records and related problem documentation.
- Prepare standard statistical reports, such as help desk incident reports.
- Contact software and hardware vendors to request service regarding defective products and equipment.
- Assist in testing software and hardware to evaluate ease of use, product fit and effectiveness.
- Install and configure personal computer and peripheral equipment per company standard software configuration.
- Install and configure mobile devices such as Android and iPhone phones and tablets.
- Proactively update end users' computer software, system patches, device drivers, etc. in order to maintain a secure and reliable system and environment.
- Replace defective or inadequate computer and mobile equipment and software.
- Develop and maintain system related documentation.
- Work with system providers to maintain onsite systems such as phone, security and access control.
- Provide networking support as necessary.

Education / Experience:

- At least 3 years supporting computers in a network environment.
- Completed at least 2 years of college or technical training, specializing in information technology.
- MCP (Microsoft Certified Professional), MCDST (Microsoft Certified Desktop Support Technician, or CompTIA Net+ certifications preferred.

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Knowledge Skills & Abilities:

Knowledge, skills and abilities listed below are the requirements needed to be proficient in this role.

- Demonstrate behaviors consistent with the organization's Cultural Norms and Core Values.
- Strong Initiative along with a willingness to jump in and solve problems.
- Ability to plan and manage at both the strategic and operational levels.
- Customer-service oriented with the ability to maintain a professional presence at all times.
- Team-oriented and able to work well and collaborate with individuals at all levels of the organization.
- Self-directed, well-organized and hard-working with the ability to prioritize and multitask.
- Assertive, creative, and adaptable to changing conditions.
- Results-oriented and detail-oriented with a passion to excel.
- Excellent written and verbal communication skills; able to convey complicated technical information to non-technical users in a simple and concise format.
- Exercise sound judgment.
- Meet deadlines.

Computer Skills:

- Proficiency with Microsoft Office software and operating system (Word, Excel, PowerPoint, Outlook).
- Experience working with MS Exchange preferred.
- Technical experience supporting Microsoft Windows 10 and Apple OS X.
- Ability to troubleshoot printer problems.
- Knowledge of wired and wireless networking technologies.
- Ability to create custom CAT5 cabling.
- Basic knowledge of computer networks (TCP/IP, DHCP, DNS) and Wi-Fi.
- Detailed documenting and diagraming of Network Procedures / Flowcharts.

AAP/EEO Statement:

GBX provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. GBX hires and promotes individuals solely on the basis of their qualifications for the job to be filled.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions and perform any other related duties as assigned by their supervisor.