

**US Signal Company
JOB DESCRIPTION**

Job Title: IT Support Technician

Job Code:

Job Status: Full time

Location: Grand Rapids, MI

Pay Range:

Department: Information Systems

Submitted On: 6/30/2009

Approved:

Job Summary

The IT Support technician will be responsible for a variety of IT related tasks at an entry level. The candidate will have a desire to learn all aspects of an IT organization's responsibilities including PC support, cell phone administration, application and server administration. Experience with operating systems such as Windows XP, Windows Server and Linux is required. Database experience with MS SQL is desired.

The person hired will assist our current staff with a variety of tasks including: resolving trouble tickets submitted by users, administering applications and application databases, software loads on PC's, cell phone ordering, etc. The ability to work on multiple projects and tasks simultaneously is critical.

Functions/Responsibilities

- Assist with PC and laptop administration and support including hardware and software support.
- Assist with cell phone administration and support.
- Documentation of our environment and applications.
- Learning our software systems and databases.
- Entry level Windows Server administration
- Work in a team environment to ensure that all activities are done in a consistent, cohesive manner and meet stated commitment deadlines and functionalities.
- Other development projects as assigned by US Signal Management

Competencies

- Experience with Linux and Windows operating systems as well as web server administration is desired.
- Excellent troubleshooting and problem solving skills.
- Experience with network hardware and network management software is a plus.
- High level of analytical ability, attention to detail and accuracy and excellent organization skills
- Commitment to a high level of productivity, detail and accuracy
- Excellent organization skills and ability to maintain focus on priorities
- Ability to work well with all areas of the US Signal organization as well as external customers and vendors.
- Excellent communication skills for internal and external customer interaction.

Computer Experience

The desired candidate will have experience in both Windows and Linux environments, database environments, web-related and client/server environments as well as systems administration experience.

Education

The desired candidate will possess knowledge in Computer Information Systems, Distributed Computing, and Database Management. A B.S. in Computer Science is a plus.

Experience

The desired candidate will have some experience working in IT in a business/academic environment. PC Operating Systems experience is necessary, Linux and Windows Server experience is a plus. Database design and administration exposure would be beneficial.