



TITLE: Desktop Administrator – Tier II

DEPT: Information Technology

REPORTS TO: Computer Operations Manager

General Responsibilities:

Provide Tier 2 support for all end users, addressing acute requests in a timely, organized and customer service oriented fashion. Perform computer hardware and software related functions to support end users, and the Information Technology staff, under the supervision of the Computer Operations Manager.

Primary Duties:

- Provide Tier 2 support for all clients, assigned servers and network connectivity.
- Promptly log end user computer issues into the company IT Help Desk database.
- Promptly resolve end user computer issues as assigned and/or escalate to Tier 3 support.
- Develop, test and deploy Windows scripts where appropriate to efficiently manage clients.
- Participate and/or lead projects as directed by the Computer Operations Manager.
- Responsible for annual budget proposals related to consumables, software licensing and hardware
- Responsible for developing and implementing software and hardware upgrade project plans
- Responsible for maintaining and life-cycle of all client hardware, software, and peripherals.
- Responsible for maintaining hardware and software inventory database.

Minimum Requirements:

- 5 years' Information Technology experience in a corporate environment with ~300 users OR 2 Year degree in Information Technology field PLUS 3 years' experience as stated above
- Strong interpersonal communication skills
- Strong time management skills
- Strong customer service skills
- Strong organizational skills
- Demonstrates initiative
- Problem solving skills
- Highly motivated
- Detail oriented

Desired Skills:

- Professional experience creating budget proposals for consumables, software licensing and hardware
- Professional experience developing and executing project plans with limited oversight
- Professional experience with Microsoft Operating System imaging methodologies
- Professional experience with Active Directory 2003 domains or higher
- Professional experience with creating and troubleshooting Group Policy Objects
- Professional experience with Windows Powershell
- Proficiency in creating, maintain, and deploying Microsoft Operating System images



- Proficiency in all current computer hardware technologies
- Proficiency in all current mobile device platforms, specifically Android and iOS
- Proficiency in Microsoft Office Suite 2013 or 2016

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