

TITLE: Help Desk Administrator

DEPARTMENT: Information Technology

REPORTS TO: Supervisor, IT Infrastructure

BENEFITS: Medical, dental, vision, life insurance, short and long term disability insurance, paid time off package, 401k with company contribution, FSA or HSA options, educational assistance, dependent scholarship program, onsite fitness center, and much more!

Specific Duties:

- Assist the IT administrative staff by providing the first point of contact for users in order to address acute requests in a timely, organized and customer service oriented fashion
- Perform computer hardware and software related functions to support users, and the Information Technology staff, under the supervision of the Systems Administration Supervisor
- Work closely with the Network Systems Engineers/Systems Administrator, performing the tasks necessary to support the efficient operation of the server hardware, storage and Microsoft network services for Gorbels Inc. and Ravenwood Golf Course
- Order supplies and ensure necessary peripherals and printer supplies are readily available
- Develop, implement and maintain systems in support of company business development efforts and IT department plans
- Participate in team and solo projects when assigned
- Monitor and respond promptly to changes in security and virus risks to mitigate company exposure
- Provide Tier 1 support to end users requiring IT support, both internal and external
- Monitor and maintain Help Desk queues and ensure all tickets are properly entered and assigned
- Promptly escalate issues to Tier 2 support when necessary
- Provide support for designated computers, peripherals and network printers
- Follow established procedures for installing and configuring software
- Contribute new ideas relevant to areas of responsibilities
- Assist Tier 2 and Tier 3 when needed
- Carry and answer the Help Desk mobile phone during business hours
- Monitor and respond to requests to the Help Desk mailbox during business hours
- Log all end user reported problems into the appropriate Help Desk queues
- Complete Tier 1 Help Desk tickets as assigned
- Promptly resolve and/or notify appropriate IT staff of user issues as they are reported
- Follow established procedures to deploy desktop hardware and/or software as required
- Organize, stock, and maintain the IT server rooms/storage areas
- Adhere to defined project timelines and budgets
- Contribute ideas to annual IT budget

Job Qualifications:

- 2 Year degree in Information Technology field or at least 2 years of IT experience
- Knowledge of Active Directory and AD user management
- Knowledge of Virus removal/mitigation techniques
- Knowledge of computer hardware
- Knowledge of network printers and replacement parts
- Knowledge of DNS, DHCP
- Knowledge of Engineering Software packages – ACAD, SolidWorks
- Operating System installation/imaging
- Basic networking/cabling troubleshooting skills

- Ability to learn new concepts and ideas
- Strong troubleshooting/problem solving skills
- Ability to work independently
- Highly motivated
- Strong customer service skills
- Ability to work independently
- Strong interpersonal communication skills
- Task management skills
- Detail oriented
- Time management/organizational skills

Work Environment:

ADA Physical/Mental/Workplace Requirements

- Occasional lifting up to 25 lbs.
- Sitting, working at desk/personal computer for extended periods of time
- Primary work environment is professional corporate office

To apply for this position, please complete an [employment application](#) and send to careers@gorbel.com.

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