



City Brewing Company, LLC

JOB DESCRIPTION

Job Title: IT Support Specialist
 Department: Information Technology
 Reports to: Technical Services Supervisor
 Job Band: B3

Prepared By: Jim Miller
 Prepared Date: August 15, 2013
 Approved By:
 Revision Date:

POSITION SUMMARY

This position will serve as a primary helpdesk contact. Responsibilities include installing and supporting desktop hardware, printers, telephones, RF terminals, barcode scanners, 2-way and CB radios, security cameras, as well as software installations and configurations. Provide support to end users for applications and network problems; open, track, update, escalate tickets; maintain documentation, inventories, and configurations. Must be available to work after hours and periodic holidays to conduct system maintenance and work an on call rotation within Technical Services group. Some heavy lifting required (up to 50lbs).

ESSENTIAL DUTIES AND RESPONSIBILITIES

Application Support:

- Helpdesk software
- Network monitoring
- Microsoft desktop and server (all versions)
- Microsoft Office products (all versions)
- Microsoft Sharepoint
- Microsoft Windows profiles
- Active Directory

Hardware Support:

- Desktops
- Laptops
- Tablets, PDA's, & cellphones
- Cisco & HP switches
- Cisco & HP Wireless access points
- HP, Dell, Ricoh, Lanier, Sharp printers
- Analog & IP security cameras
- Digital & analog phones
- PBX
- CB & 2 way radios
- Pagers
- Scanning devices
- Fax machines

Additional duties as required by the company or department.

QUALIFICATIONS

- Associates Degree in Information Technology is required.
- Computer Service Technician Certification (Comp TIA A+) required
- Experience with telecommunications desired.
- 1-3 years of experience preferred.

PHYSICAL AND MENTAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision requirements in close vision and the ability to adjust focus.

Employee Signature

Date