



## **IT Support Specialist**

City Brewing Company, a leading contract manufacturer in the beverage industry, has an immediate opening for an IT Support Specialist at our La Crosse, WI facility. 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. This position will provide support to end users for applications and network problems; open, track, update, escalate tickets; maintain documentation, inventories, and configurations.

### Essential Duties and Responsibilities include:

#### 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, & 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
- Scanning devices

### 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.
- Must be available to work after hours and occasional holidays to conduct system maintenance.
- Must be available to participate in an on call rotation.
- Must be able to lift up to 50 lbs.

City Brewing Company provides a competitive salary and benefit package including: Medical, Dental, Life, and Long Term Disability Insurance; Section 125; 401(k); and more. To learn more about us and to apply, please visit our website at [www.citybrewery.com](http://www.citybrewery.com).