IT Responsibilities

Technical Support/ Trouble Shooting

Provide technical support for internet and phone: Troubleshooting and maintenance.

Configure the network and connectivity.

Cabling PC's, printers, tv, etc. throughout the building

Provide technical support for office/warehouse computers and equipment including but not limited to Mac Desktops, PC's, scanners, switches, etc.

Ensure that all devices are updated.

Manage access control, including configuring the door access system and adding/removing users.

Employee Set-Up

Manage employee iClouds, including creation and management, and set up new computers for new employees.

Manage employee Microsoft Office accounts, including creation, management, password resets, domain changes, and maintaining an ongoing record of all information, updating it daily.

Manage the creation of employee badges, oversee permissions, and access for active employees, and print and distribute new badges to associates.

Managing Accounts

Manage the main phone line and auto attendants to ensure phone calls are directed to the correct location.

Act as a liaison with our external IT Representative, Cary Bradford, and call for support on issues that cannot be handled in the office.

Record Keeper For IT

Serve as a point of contact with Spectrum as an authorized contact for troubleshooting/configuring the network.

Be responsible for backups for QuickBooks and keeping the system up to date.

Manage the ticket system to document and keep records of all reported IT issues and their solutions.

Oversees the file server for all departments.