

Job Description

Desktop Administrator

FLSA Status:	Exempt
Reports To:	Technology Operations Manager
Department	IT Operations

Summary:

Support and maintain desktops, inventory management and provide internal customer support.

Job Duties & Responsibilities

- Respond to user requests and reported issues, while adhering to policies and guidelines. Escalate issues to appropriate organizations as necessary. Coordinate with other personnel as needed to determine the cause and resolution to reported problems.
- Provide desktop support for systems and software to company employees and contractors, including operating system support, desktop application support and phone system support.
- Maintain Active Directory
- Support proper use of desktop procedures and tools throughout the company, including use of virus protection, security software, etc.
- Manage software licensing and hardware inventories.
- Track all equipment. Maintain accurate inventory controls and status.
- Perform system backups and restores.
- Assist in systems administration duties as assigned.

Minimum Requirements:

- Bachelor's degree in computer science (or related area) preferred.
- 3 years' experience troubleshooting and resolving common desktop and computer issues.
- MCSA certification preferred
- MCITP: Enterprise Desktop Support Technician on Windows 7 is a bonus
- 3 years' experience supporting Microsoft Office (2003, 2007 or 2010)
- Microsoft Office Outlook Certified (Office 2000 or Office XP) preferred
- Experience managing Active Directory users and permissions.
- Experience with desktop data archiving & recovery.
- Detail oriented and self-driven.
- Able to manage multiple projects and effectively establish priorities.
- Clear & fluent written and spoken English
- Flexible and able to adapt to a rapidly changing environment
- Must be organized and have the ability to manage projects of varying length
- Positive, self-motivated individual who can complete tasks independently
- Must be a team player

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

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