

## Position Description

<b>Position Title:</b>	IT Help Desk Coordinator / Technician	<b>Direct Reports:</b>	None
<b>Department:</b>	Operations / Technology	<b>Classification:</b>	Exempt
<b>Location:</b>	Kalamazoo, Michigan	<b>Approved Date:</b>	
<b>Reports To:</b>	President / People Operations	<b>Revision Date:</b>	03/2024

### Position Summary:

The IT Help Desk Coordinator / Technician plays a crucial role in providing technical support and assistance to end-users within Kingscott. This position involves diagnosing and resolving technical issues, managing IT service requests, and ensuring the smooth operation of computer systems and related peripherals. The position is responsible for delivering excellent customer service, troubleshooting hardware and software problems, escalating issues when necessary, and maintaining the Firm's information technology systems and networks by performing both technical and administrative tasks to ensure functionality and efficiency of server, networks, and computer systems.

### Organizational Values:

Our belief in people leads us to work with project partners that have people at their center. Our company values are:

- Investing in People
- Achieving the Extraordinary
- Serving with Humility
- Finding Fun in Our Work
- Committing Ourselves to Mutual Success
- Fearlessly Exploring
- Striving for Authenticity

### Essential Responsibilities:

#### Systems Administration

- Maintains office network, updates computers, and maintains backup servers.
- Controls administrative user accounts and maintains Teams phone system.
- Performs IT onboarding and offboarding activities.
- Configures and maintains servers.
- Tests, installs, upgrades, and maintains software and hardware.
- Diagnoses and troubleshoots hardware/software, networks, systems, and applications; implements corrective actions.
- Provides end-user support for systems, software and hardware; including printers / copiers / plotters, etc.
- Manages printers / copiers / plotters, including ordering supplies and scheduling regular maintenance.

### IT Support

- Maintains and administers hardware, servers, systems software, and application software.
- Performs data backups and data recovery operations.
- Consults Tier-1 and Tier-2 support of network users regarding resolutions of existing problems.

- Maintains inventory of installed software, manages licensing, and creates policies and procedures for upgrades.
- Managing server folder structure, setting up new project folder systems and working with user groups to revise as needed.
- Asset tracking and upgrade / new hardware recommendations.
- Analyzes hardware/software and makes recommendations for standardization.
- Develops user accounts and manages access control based on organizational policies.
- Maintains and updates appropriate documentation such as procedures, training manuals, and policies.
- Works to answer customer support requests and provides technical support for software and hardware related issues.

**General**

- Pursues continuing education opportunities through seminars and participation in professional organization activities.

**Non-Essential Responsibilities:**

- Other duties as assigned.

**Supervision Received:**

General Direction: Plans and arranges own work. Uses a wide range of procedures to accomplish assigned objectives.

**Supervisory Responsibilities:**

No supervision: No supervisory responsibilities.

**Education & Experience:**

- Bachelor's degree specializing in Technology, Computer Science, related field or equivalent work experience.
- One (1) to three (3) years of proven experience in system administration and technical support.
- Experience with Microsoft Office Suite; including Windows Server & Windows 11 Pro
- Familiarity with ITIL processes and service desk practices.
- Working knowledge of Active Directory, Microsoft Exchange.
- Knowledgeable in File and Print Services, Remote Desktop.
- Experience with VPN, MFA, IP/DNS/DHCP/VOIP
- Familiarity with Cisco Switches and Routers.
- Experience and knowledge of Bluebeam, Deltek; AutoDesk / AutoCAD, Revit, Adobe; preferred.

**Other Knowledge, Skills & Abilities:**

- Understands customers' requirements and has the proven ability to communicate information effectively and in terms understood by the end-user.
- Must be approachable, friendly, and responsive; understanding customer service is high priority.
- Proven ability to deliver sustainable results through innovative thinking, complex problem solving, and leadership skills.
- Equally comfortable working independently or as an integral part of a team to accomplish organizational goals.

- Proven track record of increasing efficiency, exemplifying a ‘can-do’ attitude, and committing to continuous excellence.
- Thrives in a fast-paced, dynamic environment with the ability to manage multiple projects simultaneously.
- Ability to prioritize and manage multiple tasks in a fast-paced environment.
- Possess and demonstrates solid analytical, listening, communication, and interpersonal skills.
- Ability to work in an energetic and challenging work environment.
- Certifications such as CompTIA A+, Microsoft Certified: Modern Desktop Administrator, or equivalent a plus.

**What is in it for you:**

- Competitive salary
- Health, dental, vision, life, and 401(K) with company match
- Flexible work schedule w/unlimited PTO policy
- Collaborative environment and ability to work with all levels of the organization.
- Variety of work tasks and experiences – no two days will ever be the same!
- Opportunity to influence key decisions and help us meet our goals.

Are you interested in being part of a collaborative culture with significant opportunities for professional growth?  
Apply now!

**How to Apply:**

- Please send your portfolio, resume, and cover letter to Maureen Weatherby at [mweatherby@kingscott.com](mailto:mweatherby@kingscott.com)

**Physical Requirements:**

Average Daily Physical Requirements	None	Less than 2 hours	2 to 5 hours	More than 5 hours
Work in stationary position				X
Move about work area		X		
Use hands/fingers to handle or feel				X
Reach with hands and arms		X		
Ascend/Descend (stairs/ladder/etc.)	X			
Bend, stoop, kneel, crouch, or crawl		X		
Communicate with various parties			X	
Detect flavors or smells	X			
Move containers up to 30 pounds	X			
Visual acuity				X
Read and understand written word				X
Drive/Travel	X			
Operate computer and general office machines				X
Operate Machines:	X			
Other:				

**Environmental Conditions:**

Average Daily Environmental Conditions	None	Less than 2 hours	2 to 5 hours	More than 5 hours
--	------	-------------------	--------------	-------------------

<b>Normal office environment:</b> No exposure to extreme heat, cold, noise or chemicals or hazardous equipment.				x
<b>Plant environment:</b> Exposure to dust, oil, various chemicals, and extreme noise.	x			
<b>Warehouse environment:</b> Exposure to extreme temperatures, noise, hazardous equipment, and fumes from trucks.	x			
<b>Travel:</b> Limited exposure to outside elements.	x			
<b>Other:</b>				

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The Company reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the Company's at will employment status.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_