



EST 1986

# CHESTNUT RIDGE FOAM

JOB DESCRIPTION

POSITION: Help Desk Technician DEPARTMENT: GENERAL & ADMINISTRATIVE

SUPERVISES: N/A REPORTS TO: Chief Financial Officer

FLSA STATUS: Salaried, Non-Exempt SHIFT: 8:00 to 16:30 (Work outside of regular shift required on occasion)

**PRIMARY FUNCTION:**

Provide technical support for hardware, software, and operating systems throughout the company. The Help Desk Technician is the primary point of contact for all IT related inquiries and is expected to ensure the implementation of solutions with exceptional customer service.

**SPECIFIC RESPONSIBILITIES:**

- Ensure the security, confidentiality, and availability of company data and information, including antivirus and backup solution.
- Provide general technical support to the entire company.
- Maintenance of existing end-user hardware and software.
- Troubleshooting hardware and software issues.
- Installation, configuration, and troubleshooting of business applications.
- Establish strong relationships with all departments and colleagues.
- Manage technical documentation.
- Installation and maintaining of physical cabling for networking.
- Provide remote technical support for the company's subsidiary.

**REQUIRED QUALIFICATIONS:**

- Associate Degree in Computer Science or similar (comparable experience may be considered).
- Exceptional interpersonal skills.

**PREFERRED QUALIFICATIONS:**

- A+ / Net+ certification
- Windows Administration
- Active Directory
- Virtualization (Hyper-v1)
- General programming (Python, C#, PHP)
- Networking (Cisco technologies)
- Email administration (Google Apps for Business)
- ERP (Epicor)
- SQL report writing (SSRS, Crystal)
- SQL database administration (SQL, PostgreSQL, MySQL)
- Backup and disaster recovery (Dell AppAssure, Quest)
- Production Automation Software (Beckoff, Rockwell)