

Department:	Information Technologies	As Of Date:	6/1/2017
Division:	Ferndale Pharma Group, Inc.	Classification:	Non-Exempt
Reports To	IT Director	Other:	

JOB SUMMARY

Opens and responds to customer requests that are submitted to the helpdesk. Responds to requests that are assigned by helpdesk manager, Server Manager or IT Director pertaining to PC hardware, authorized PC software, cell phone, printer and copiers. Independently troubleshoots and solves problems, consulting with Administrators, Server Manager and IT Director as required. Communicates status of work to customer and manager. Configures and deploys new equipment and software. Provides backup operations support for Computer Room operations. Assists in keeping department and company administrative records up to date. Investigates new software and hardware as assigned.

ESSENTIAL FUNCTIONS

Provide User Support

- Respond to local and remote customer requests for assistance pertaining to hardware and software problems.
- Researches and resolves technical problems.
- Keep customers informed as to the status of their open helpdesk tickets.
- Communicates progress on user requests to management.
- Escalate unsolvable problems to Administrators, Server Manager, or IT Director as required.
- Appropriately updates and documents all activity related to customer support in IT Request tickets.

New Equipment and Software Installs

- Organizes and controls arrival of new equipment, matching against outstanding P.O.s.
- Updates inventory records when assigning or receiving equipment to and from customers.
- Configures and deploys hardware and software components as authorized by management.
- Coordinates with customer the timetable of the installation or support.
- Transfers any customer data and software from old equipment onto new equipment.
- Physically installs and tests new equipment, or tests and ships if remote user.
- Obtains necessary forms from user as required.
- Removes old equipment and updates inventory records.

Software and Hardware Asset Control

- Uses prescribed procedures for ensuring software licensing compliance.
- Keeps Hardware Inventory records up-to-date and provides helpdesk manager with weekly inventory summary.
- Is responsible for keep necessary items in stock like printer toner cartridges, Copier Toner, Copier Staples, keyboards, Mice, etc.

Computer Room Operations

- Backs up Network Engineer or performs daily, weekly, and monthly backup operations.

Ancillary Tasks

- Assist with any additional office or technical tasks necessary, and as assigned by management, for the effective running of the IT Department, or in support of any Ferndale Laboratories procedures.
- Perform administrative miscellaneous tasks related to processing work described above, including, but not limited to filing, faxing and photocopying.

KNOWLEDGE, SKILLS, & ABILITIES

Must have: Experience with the following operating systems Windows 7, Windows 10 and Mac OS X. Experience doing hardware and software problem troubleshooting; Ability to be quick and thorough learner; Manual dexterity and interest in learning to make some hardware changes inside PCs; Flexibility to respond and learn to prioritize multiple requests for assistance and multiple assignments; Ability to follow detailed instructions and concentrate mentally and visually on work requiring precise hand and eye coordination. Experience in supporting any or all the following software packages a plus: Microsoft Office (Word, Excel, PowerPoint, Outlook), Microsoft Server Platforms, NetBackup Datacenter, MimeCast, Dell Kase, Trend Antivirus Suite, Streamline, VPN.

NOTE: This document is a guideline and is not intended to be all inclusive of the job or work responsibilities. The employee understands that they are required to perform all work assigned by their supervisor provided it does not violate any laws or regulations, or expose the employee to any physical or health hazards.

EDUCATION

Minimum 2 years' experience in an office environment with local area network is required. Associate degree and/or technical certification preferred.

APPLY

Qualified individuals interested in applying, please submit your resume to:
employment@ferndalelabs.com

EO Employer M/F/Vets/Disabled

E-verify Participant.

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