POSITION DESCRIPTION   **CLEARFIELD, INC.**

POSITION TITLE: Help Desk/Server Administrator

POSITION OBJECTIVE:

The Help Desk/Server Admin role is responsible for providing technical support to all users by supporting PCs, printers, business applications, peripherals/mobile devices, and telephone systems to ensure availability and usability for Clearfield staff. This role will also manage PC/Software deployment and assist in maintaining the network infrastructure, servers, security, and works with the Network Administrator on system enhancements, implementations and upgrades to optimize business applications.

POSITION RESPONSIBILITIES:

1. Provide technical support to local and remote employees to ensure use of business systems
    -   Manage help desk processes, emails and calls
    -   Troubleshoot and resolve PC software and hardware issues for local and remote employees
    -   Manage maintain, and deploy pc images using Microsoft tools, WDS, MDT and AIK
    -   Remotely deploy and maintain corporate software
    -   Deploy, upgrade and support mobile devices (iPhone, MS Surface)
    -   Manage and administer copiers and printers
    -   Maintain an up to date hardware and software inventory
    -   Provide routine support for business applications(ability to troubleshoot ERP, CRM, SharePoint)

2. Support and maintain servers, telephony and business applications
    -   Support and preventative maintenance of servers
    -   Configure and support domain, Active Directory, Group Policies and WSUS
    -   Maintain security, antivirus and malware policies via TrendMicro
    -   Configure and support ShoreTel VOIP telephone system, IM and Web conference
    -   Maintain and support server backups

3. Create documentation and provide training
    -   Document application how-to and problem resolution to prevent future problems
    -   Identify and deliver end user training to increase user efficiency on IT related software and hardware
    -   Maintain system documentation, logs, and work instructions

POSITION REQUIREMENTS:

-   Excellent customer service, written and verbal communication skills
-   4+ years' experience administering corporate networks and help desk technologies:
    -   PC deployment via Microsoft tools WDS, MDT and AIK
    -   Working knowledge of software deployment
    -   Active Directory, Group policy and WSUS
    -   Working knowledge of wireless, firewalls and topologies (TCP/IP, DNS, DHCP, VPN)
    -   Working knowledge of VOIP systems
    -   Knowledge and understanding of Backup software, preferably Veeam
    -   MS Exchange server knowledge and experience, preferably Exchange 2010
    -   Microsoft Windows 7, 8, 10, 2008, 2012
    -   Microsoft Office 2013 and Adobe suite
-   Knowledge and experience maintaining enterprise antivirus, preferably TrendMicro
-   Knowledge and understanding of virtual server technology, preferably VMware
-   Additional desired experience:

- Watchguard, SharePoint, Dynamics GP, Microsoft CRM, CREO, VMWare, RDS