

Wright Runstad & Company
Headquarters

Position Title

Desktop System Support

Accountable To

Greg Misenaar, Director of Information Technology

Overall Responsibility

Technical resource for all computer end-users, including hardware and software applications. Perform repairs and upgrades to existing equipment and software when necessary. Work with other members of the computer staff when support is needed to solve complex tasks. Occasional research and implementation of new software systems and technology.

Primary Responsibilities

- End user support for desktop and laptop computers, including solution-based troubleshooting.
- Provide on-boarding administration for new users, transferred positions and people leaving the company.
- Installing, upgrading and maintenance of PC hardware and software applications.
- Assist end-users with network drive mapping, printing and connectivity issues.
- Work with others in I.T. to create and document I.T. operating procedures and company standards.
- Define and document procedures and settings for all desktop applications.
- Provide support to end-users for virus and malware filtering and anti-phishing education.
- Assist end-users with cell phones and telecommunications setup and support.
- Determine need and co-ordinate end-user training, either in-house or outsourced.
- Create monthly department billing statement and work with others in the I.T. team to produce and track an annual budget.
- Determine and assist with ergonomic modifications.
- Assist I. T. team with backup and archiving procedures.

Products Supported

- Intel-based desktop and laptop computers
- Windows operating system (currently Windows 10)
- Microsoft Office 365 (Outlook, Word, Excel, OneNote and PowerPoint)
- Adobe Acrobat and various graphic programs from multiple vendors
- Printers and scanners from multiple vendors
- Ethernet network systems, including cabled, WiFi and cellular
- Remote desktop and VPN configuration for laptops

Requirements

- The ability to work with a wide variety of users, at all levels of ability and concerns including technical, administrative and executive staff.
- The ability to work independently or with others in the I.T. team to solve complex support problems.
- Intermediate to advanced knowledge working with Microsoft Windows and Office applications.
- Basic understanding of workflow and efficient computer usage.
- 2 years of experience in a corporate environment or an equivalent combination of education and experience.
- Good documentation and writing skills.