Position Profile:
The Technical Support Analyst provides desktop support to Curio staff, assists in network administration, and trains and elevates the computer literacy of all staff. The Analyst is the resource person relating to computer support for all staff.

Work Responsibilities:

Desktop Support
- Applies systems analysis techniques to determine hardware requirements of end-user systems.
- Designs and documents configurations of and installation procedures for Windows operating system. Also responsible for troubleshooting these configurations and deployment mechanisms.
- Provides miscellaneous hardware and software support for desktops, laptops, and handheld devices, including shipping software, ERP (Enterprise Resource Planning) software clients, bar-code readers and access points.
- Coordinates third-party vendor relationships and related technical support (PCs, Macs, bar-code printers, etc.)
- Troubleshoots connectivity issues involving remote access to internal resources, including Web-based email, Windows Mobile devices, and remote computer access.

Network Administration Support
- Responsible for management of software update system for Microsoft products, including approval and installation of security patches for Microsoft Windows and Office applications in a timely manner.
- Designs and documents procedures that provide users with access to network printers.
- Troubleshoots and resolves problems with end user connectivity to network resources.
- Creates and maintains users accounts and file permissions for network access.
- Maintains working knowledge of LAN management devices such as network switches and routers.

Staff Training
- Designs and implements training programs on system and software use.
- Identifies needs for and conducts demonstrations of advanced applications of Microsoft Office products.
- Trains employees on technology use as needed.

IT Resource Documentation
- Creates and maintains inventory of hardware and software.
- Creates and maintains department procedures.
- Creates and maintains department journals for tracking problems and solutions.

General Responsibilities:
- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Actively seek individual development through taking advantage of opportunities for skill enhancement. l Keep up to date with the latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and polices. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean, safe, and organized.

Position requires extended work hours as necessary to meet seasonal deadlines. Performs other duties as assigned

Minimum Qualifications
- High School Diploma or equivalent
- Two years' experience in a role supporting Windows-based personal computers, Microsoft products, servers running the Windows Server operating system, and Active Directory.

- Familiar with PowerShell scripting and able to read code.

Computer and/or software qualifications:
- Intermediate level of proficiency in Microsoft Excel, Microsoft Word, Power Point
- Intermediate level of Proficiency in at least one programming languages
- Knowledge of client-server and Internet systems architectures.
- Working knowledge of standards and protocols: TCP/IP, DNS, DHCP.

Core Competencies:
- Ability to communicate and interact effectively with managers, co-workers, customers, vendor and other partners.
- Ability to communicate effectively in written and spoken formats
- Ability to communicate technical information to non-technical users.
- Ability to demonstrate flexible and efficient time management and to appropriately prioritize workload based upon organization or departmental needs.
- Ability to exercise a high degree of discretion and independent judgment.
- Ability to exercise sound judgment in making decisions.
- Ability to handle difficult and stressful situations with professional composure.
- Ability to maintain a friendly presence and helpful attitude.
- Ability to process, maintain and protect company confidential/proprietary information
- Ability to work effectively within a cross locational team environment

Preferred Qualifications:
- Bachelor's Degree in Computer Science or related field.
- MCSA (Microsoft Certified Systems Administrator) certification.
- Experience in Office 365
- Experience in Desktop deployment on a large scale
- Working knowledge of Apple computers

Preferred Competencies:

Travel Requirement: Less than 10%

Hybrid Working Environment and Physical Demands:
- General office or home office environment: Works at a desk in a well-lit, air-conditioned cubicle/office/home office, with moderate noise levels.
- Ability to sit for hours at a time, viewing computer monitor on a constant basis. Some walking and standing relative to interaction with other personnel.
- Occasionally required to lift and/or move items weighing 25 - 50 pounds.
- When in a facility, occasional exposure to dusty and fragrant conditions, varying temperature levels, work near moving mechanical parts, and high noise environments is possible.

*** Note: This job description does not restrict CURiO's right to assign or reassign duties or responsibilities to this job at any time. This document does not create an employment contract, implied or otherwise. It does not alter the "at will" employment relationship between the company and the employee.*