



IT TECH

POSITION SUMMARY

The IT Tech is responsible for the operation and deployment of all mobile phones and laptops for Fireline staff. This includes hardware and software programs such as phone applications, Windows and Microsoft products. The IT Tech will ensure all users have properly working computer equipment and mobile phones. The IT Tech will report jointly to the System Project Analyst and the IT Manager.

ORGANIZATIONAL BENEFITS

The IT Manager ties together the company's strategic goals with the tools and resources necessary to success. Additionally, by having an in-house IT Tech on staff, Fireline is more equipped to deal with onsite technology issues.

RESPONSIBILITIES

- Manage employee phone inventory
- Ensure employee phone applications function properly
- Onboard new employee laptop and desktop units
- Manage employee user accounts
- Support Fireline Project Analyst and IT Manager as necessary

A more detailed list of tasks are below:

IT Tech Tasks:

- Order, track and set up mobile phones
- Understand and manage phone applications for mobile phones
- Troubleshoot phone issues – hardware
- Troubleshoot phone issues – applications
- Manage the phone system admin portal
- Order replacement phones, manage spare phone inventory
- Set up hardware and install and configure software and drivers—including laptops, desktops, and monitors
- On board new hires with IT equipment and information
- Manage equipment upgrades and deploy new units as needed
- Assist IT Manager to maintain and repair peripheral devices (printers, scanners, etc.)
- Offer timely technical support and teach users how to utilize computers correctly
- Maintain equipment inventory and keep up to date as units move
- Manage IT related projects as needed

SKILLSETS

- Working knowledge of the following equipment and programs:

- Apple iPhones
 - Windows 8 and Windows 10
 - Microsoft Office Products and O365
- Experience in spreadsheet data entry, basic formulas, and sort/filter capabilities
- Strong organizational skills – ability to manage data and track changes