



## **IT Consultant**

### **Purpose:**

Provides support as the initial point of contact for the local business unit with restoration of service for multilevel production incidents and/or upgrades.

**Reports to:** Supervisor, Sr. Manager

### **Responsibilities**

- Provides support to the business for PC/LAN, Scanners, Printers, Servers, Firewalls, Routers, Switches, ESXI, VMware, Windows & UNIX operating systems and other related hardware/software.
- Compiles, loads, unloads, inspects and distributes printers and/or scanners media for the business.
- Assists in installation and decommissioning of computer/server equipment in the Data Centers.
- Installs, maintains, operates, and performs preventative maintenance on a variety of IT equipment throughout the supported facility, which includes but not limited to pc, servers, switches, routers, and firewalls.
- Interacts with business customers and reacts accordingly to changing environments and needs and have the ability to provide on-call coverage when needed.
- Works independently taking corrective actions and/or escalates incidents appropriately to achieve timely recovery with minimal impact to customer.
- Works effectively in a fast-paced, team based, customer service oriented environment. Demonstrates strong written, verbal and partnering skills.

### **Knowledge**

- DNS
- DHCP
- ACTIVE DIRECTORY SERVICES
- VPN: INCLUDES SITE-TO-SITE AND CLIENT
- STRONG NETWORKING SUPPORT
- VIRTUALIZATION
- WIRELESS TECHNOLOGIES
- BACKUP SOLUTIONS
- ANTIVIRUS