



IT SUPPORT ASSISTANT JOB DESCRIPTION

DEPARTMENT: FINANCE	REPORTS TO: CFO
JOB TYPE: EXEMPT	DATE POSTED: 1/17/2023

SUMMARY:

The IT Support Assistant's primary focus will be in the areas of computer operations, user, and desktop support (hardware and software), helpdesk, and data management.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Helps in the use of personal computer hardware, software, and specialized mainframe technology.
- Sets up and configures desktop computers, peripherals and accounts assigning security levels.
- Provides basic troubleshooting, repair, and maintenance for computer equipment.
- Manages telephone systems for all locations and companies.
- Establishes internet and telephone services for all locations.
- Assists in network wiring for newly acquired locations and maintenance at current operation locations.
- Acts as a customer liaison for the computing operation, communicating, resolving, and/or initiating the resolution of problems and concerns.
- Becomes an expert in company systems and ability to troubleshoot problems in a timely manner.
- Work both independently and as a member of the team to accomplish departmental goals.
- Travel to various locations as needed in Mississippi and south Alabama.
- Requires minimum supervision and may act as lead when the need arises.
- Performs other related duties as assigned.

QUALIFICATIONS/SKILLS:

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Two or more years of related experience with computers and providing customer service in a technological environment.
- Advanced knowledge of Microsoft Office Suite products and various offerings.
- Knowledge of mobile device troubleshooting.
- Ability to prioritize and plan work activities.
- Completes tasks on time or notifies appropriate person with an alternate plan.

EDUCATIONAL/EXPERIENCE REQUIREMENTS:

- High school graduate or equivalent with data processing training, computer operations training, or experience in a multi-operation system or production control environment preferred.
- Associate degree in computer technologies preferred but not required.

POSITION LOCATION:

- The position is headquartered in Vicksburg, Mississippi, however, there is flexibility to work from our Jackson location depending upon the candidate.