Summary/Objective

Maintain and monitor end-user workstations and productivity on local area network. Perform a variety of maintenance, software installation, and end-user support tasks to ensure end-user workstations and network performance meet company and user requirements. Provide support to staff on all company-supported applications. Troubleshoot computer problems, determine source and advise on appropriate action. Assist in troubleshooting and resolving network-related issues. Perform responsibilities in accordance with all company standards, policies and procedures.

Essential Duties and Responsibilities

- Administers end-user workstations and supports end-user activities on Microsoft Windows local area network (LAN).
- Maintains network backup systems and patches Windows workstations and servers.
- Investigates user problems and identifies their source; determines possible solutions; test and implement solutions.
- Installs, configures and maintains user workstations, file servers, network cabling, and other network equipment.
- Performs software and application installation and upgrades.
- Assists in maintaining system and software licensing inventory.
- Troubleshoots network, systems, and applications to identify and correct any issues that arise.

Supervisory Responsibility

This position has no supervisory responsibilities.

Physical Demands

- Normal, corrective vision range; ability to see color and to distinguish letters, numbers, and symbols.
- Frequently required to sit, stand, walk, talk, hear, bend, and reach.
- Ability to reach with arms and hands.
- Occasionally lift and move objects weighing up to 50 pounds.

Required Education/Experience

- Associate’s degree or equivalent from two-year college or technical school in related field, 3-5 years of networking experience, and two years of help desk support experience; or equivalent combination of education and experience.
- Ability to communicate technical information to nontechnical personnel.
- Ability to install, configure and maintain user workstations, servers and network equipment.
- Knowledge of computer and network security systems and procedures.
- Ability to identify and resolve computer and network related problems.
- Skill in organizing resources and establishing priorities.
- Excellent verbal and written communication skills and attention to detail.
- Ability to learn and support new technology solutions.
Preferred Education/Experience

Software Experience Desired
- SolarWinds (Log and Event Manager, Network Performance Monitor, Serv-U FTP)
- StorageCraft ShadowProtect and Backup Exec (backup solutions)
- Cisco UCM and Unity (phone system)
- Windows Server Update Services (WSUS) and PDQ Deployment software
- Microsoft Deployment Toolkit (MDT) and Acronis Snap Deploy (system imaging software)
- Microsoft Active Directory (AD), Dynamic Host Control Protocol (DHCP), Domain Name System (DNS), and Group Policy Manager (GPM)
- Vipre Antivirus

Work Authorization/Security Clearance
Must be a U.S. Citizen or Permanent Resident due to contract requirements.

Other Duties
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

AAP/EEO Statement
Comtech Systems, Inc. is an Equal Opportunity Employer – M/F/Veteran/Disability/Sexual Orientation/Gender Identity