

Job Description

Position Title: IT Support Engineer

Location: Addison, TX

Position Status: Full-time

Division & Department: Corporate Services, IT

Position Reports to: Chief Administration Officer

POSITION OVERVIEW AND DEFINITION:

The IT Support Engineer will own and manage all support tickets and collaborate with the MSP to meet or exceed all objectives, and deliver a world-class experience to Authentix personnel ranging from good quality stable and available services, and helpdesk needs to key support requirements. The IT Support Engineer will report to CAO, and will take direction from The IT Director. The IT Support Engineer will also work closely with other key personnel across all departments.

FUNCTIONAL DESCRIPTION

The essential elements listed below are representative of the functions that must be performed to satisfactorily fulfill the purpose of this job. Additional functions and duties may be assumed or assigned from time to time.

- Maintain and manage VOIP Server, Desktop Handsets, and Media Systems
- Handle daily technical support activities
 - Desktop Support, Network, and Server Management
- Coordinate Support and Deployments with MSP
 - Windows Updates, Group Policies, AD Updates, New Application Roll-Outs/Updates
- Manage and report User and Software Licenses for all software and subscriptions including o365
- Support cross department needs and specialized software support with software vendors
- Troubleshoot and collaborate with MSP for system, network, hardware, software issues
- Install and configure computer hardware, OS Images, custom software, and various applications
- Support Authentix Users with face-to-face, phone, email, or text to help set up systems or resolve issues as well as act as an onsite extension of MSP
- Support HR requirements for onboarding/offboarding
- Support workstation and peripheral deployment of equipment, including phones, printers, etc.
- Coordinate with MSP engineers to get user tickets resolved quickly
- IT Asset Inventory Management and Reporting
- Collaborate with Procurement Team, create P.O.s and track IT Hardware/Software
- Perform basic administrative support duties as required to meet specific operational objectives
- Ensure that a high level of customer service and support is provided to all internal and external customers
- Prioritize and manage several open cases at one time; manage high volume of email correspondence and follow ups
- Maintain Physical assets and keep up with Network Racks / IT Closets
- Weekly / Monthly reporting on Customer Ticketing, IT Assets, etc.
- Support IT Projects for optimization or cost efficiency

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- *MS Azure proficiency a plus but not required

KNOWLEDGE, SKILLS AND ABILITIES [education, certification, experience, general skills)

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required to satisfactorily perform the essential functions of this job.

- Windows Server 2008 R2 / 2012 R2, Windows 7 / 8 /10
- Microsoft Office Suite / Office 365
- Active Directory, Group Policies, OS system tools
- Basic PowerShell Scripting
- Hardware Software Network Architecture and Design
- Network, Workstation, and Application Security
- Ability to communicate technical concepts to both technical and non-technical audiences
- Proven ability to work successfully with limited supervision
- Ability to take direction and collaborate / lead team projects
- Excellent written and verbal communication skills. Comfortable communicating in person and via phone with peers, management, contractors and vendors.
- Strong planning, organizing and prioritizing abilities. Target focused, proactive and keen to spot opportunities to refine and improve processes and service
- Ability to outsource effectively, and manage multiple concurrent projects
- Ability to manage MSPs and outsource environments
- Very proficient in IT management tools to monitor and troubleshoot IT systems
- Very proficient in backend systems, systems of records, client and web technologies
- Can offer and support multi-tiered services
- Aptitude for learning new technologies
- Has some general know ledge of efficiency disciplines (Lean, six sigma and others)
- Very road knowledge of legacy and emerging information systems
- Must have excellent communications skills
- 3-5 years of experience

COMPANY VALUES

All Authentix employees are expected to embrace our Company values in the performance of their respective tasks and duties.

Always with *integrity*.....Authentixians value:

- Teaming and collaboration
- Advancing science and technology - for a better world
- Dedicating ourselves to our clients' success
- Competing and winning in the marketplace

Job Description

Authentix, a leading global authentication and information services company, assists customers in combating illicit trade and managing the integrity of their global supply chains. With comprehensive end-to-end authentication solutions we help safeguard customers in refined fuels (e.g. gasoline, diesel, lubes, and LPG) and branded products (e.g. pharmaceuticals, agrochemicals, and spirits industries) from counterfeiting, product theft, product diversion, and adulteration. In addition, we help protect currencies for many leading central banks.

For more information visit www.authentix.com

WORK REQUIREMENTS

The work environment characteristics are representative of those an employee encounters while performing the job. Authentix is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA), the ADA Amendments of 2008 and all applicable state and local laws concerning disability accommodation. Reasonable accommodations will be provided to individuals with known physical or mental disabilities if such accommodation would not impose an undue hardship on the company, and would enable the individual to apply for, or perform, the essential functions of the position in question.

Environment: Work is performed primarily in a standard [**office/warehouse/lab**] environment. Employees may work under the stress of regular interdepartmental interaction and pressure to meet various deadlines.

Physical: Essential functions require sufficient physical ability and mobility to work in an [**office/warehouse/lab**] setting. While performing the duties of this job, the employee is frequently required to stand and/or sit for prolonged periods of time; must be able to hear and verbally communicate in order to exchange information in person or over the phone; to occasionally stoop, bend, kneel, crouch, reach and twist; to lift, carry, push and/or pull up to 50 pounds of weight; to operate office equipment requiring repetitive hand movement; to occasionally travel to other locations using various modes of private or commercial transportation.

NOTIFICATION

This Job Description is intended to describe the general nature and level of work being performed by people assigned to this job and is not considered an exhaustive list of all responsibilities, duties and required skills. This Job Description does not constitute an offer of employment. The employment relationship between the Company and its employees is "At-Will" and based on mutual consent. Authentix, Inc. is an Equal Opportunity Employer.