

## IT Support Technician

Are you a tech-savvy problem solver with a passion for helping others? Our company is seeking a dedicated IT Support Technician to join our team. As a frontline support professional, you will play a crucial role in providing technical assistance and troubleshooting solutions to our staff. From resolving hardware and software issues to assisting with network configurations, you will ensure that our team members have the tools and resources they need to excel in their roles. If you have excellent communication skills, a knack for problem-solving, and a customer-centric mindset, we invite you to apply and become an integral part of our IT support team.

### About the Company

Connection Technology Center (CTC) is the global leader in the design & manufacture of cutting-edge vibration analysis hardware for machine condition monitoring. As a family-owned & operated business for 30 years, we are proud to play a crucial role in preventing operational disruptions, financial losses, and safety concerns for heavy industry. From small scale manufacturing to Fortune 500 companies in Paper & Pulp, Auto & Steel, Food & Beverage, Pharmaceutical, Mining and many more, our mission is to create products that help ensure seamless operational uptime and contribute to a safer, more efficient manufacturing future.

### Main Responsibilities

- Provide comprehensive IT support to end-users, assisting with the setup, configuration, and troubleshooting of computer systems and peripherals.
- Workstation Maintenance, Patching, Monitoring and Reporting using RMM Toolkit.
- Maintenance of Active Directory User Accounts, Exchange Mailboxes, and Distribution Groups.
- First-level support for multiple platforms including Office365, Adobe CS, Altium, Autodesk, Epicor, Salesforce, and proprietary systems.
- Troubleshooting and support for VIOP handsets and softphone applications.
- Diagnose and resolve hardware, software, and network issues promptly. Ensure timely and effective solutions to minimize downtime.
- Conduct routine maintenance activities, including software updates, system patches, and hardware upgrades.
- Provide both in-person technical support and assist customers remotely, primarily through phone or email communication.
- Document all support activities, including the description of problems, steps taken for resolution, and any follow-up actions.
- Use a ticketing system to track and manage support requests.
- Communicate expectations for issue resolution effectively to users.
- Provide realistic timelines and updates on the status of ongoing support tickets.
- Keep the knowledge base up to date with solutions to common issues for the benefit of the entire team.

### Requirements

- 2-year degree in a relevant technical field or A+, Net+ Certifications preferred.
- 1 to 2 years' experience in desktop, application, and end-user support.

## **Knowledge, Skills, and Abilities**

- Possess a strong understanding of computer hardware, software, operating systems, and networking protocols.
- Documentation-first mindset with exceptional technical writing skills.
- Awareness of IT security best practices to ensure data protection and system security.
- Strong analytical and problem-solving skills to identify and resolve technical issues.
- Effective verbal and written communication skills to interact with end-users and convey technical information in a user-friendly manner.
- Ability to adapt to evolving technologies and work in a fast-paced environment.
- Skill in prioritizing tasks and managing multiple support requests simultaneously.
- Ability to work collaboratively with other IT professionals and departments.

## **Work Location**

This in-person position will work out of the Victor, NY facility.

**Salary Range:** \$50K - \$70K

## **Benefits**

- Health Insurance
- Dental Insurance
- Vacation Time
- Sick Leave
- Company-wide shutdown from Christmas to New Year's
- 401K plan with Employer Match
- Summer golf membership to Bristol Harbour Private Golf Course

## **How to Apply**

Please apply here: <https://www.ctconline.com/opportunities/employment/>

*Connection Technology Center (CTC) is an equal-opportunity employer. NYS law prohibits discrimination because of age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, marital status, domestic violence victim status, carrier status, gender identity, prior conviction records, prior arrests, youthful offender adjudications or sealed records unless based upon bona fide occupational qualification or other exception, or any other protected characteristic as outlined by federal, state, or local laws.*