



Rochester Precision Optics

Job Description

Title	IT Technician
Department	IT
Reports to	IT Systems Administrator

Summary of Essential Job Duties:

- Support hardware including PC's, laptops, printers, and all miscellaneous peripheral hardware attached to the desktop.
- Support software including all desktop software common to Windows PC's.
- Setup new employees – Create user accounts, Security badges, Training.
- Migrate user profiles, programs and files from one PC to another.
- Work independently or as part of a team.
- Provide technical assistance as requested in support of projects.
- Perform other duties related to hardware and software desktop support as required.
- Ability to work off hours and/or remotely when required.
- Produce weekly and monthly status reports to management as directed.

Minimum Requirements:

- 3+ years of experience in hardware and software support
- Good interpersonal and communication skills
- Professional appearance and demeanor
- Strong level of knowledge of Windows XP Professional, Windows 7 Professional, and MS Office is required (2010 preferred).
- Fundamental understanding of Email server concepts, antivirus and antispam technologies.
- Experience working as a desktop or network technician in an enterprise network environment with Active Directory
- Experience with SQL Server and Crystal Reports is a plus.
- Be able to lift 50 pounds and move about in a factory environment.
- Experience with Epicor administration a plus

Experience/Certifications/Degrees Required:

B.A/BS. Degree in related field or equivalent experience and H.S diploma.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.