Granite Construction
https://www.graniteconstruction.com/

POSITION TITLE: IT Technician II

POSITION LOCATION: Sparks, NV

POSITION DESCRIPTION:
The IT Technician provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware. The IT Technician installs, configures, and troubleshoots desktop systems, workstations, servers, and local network issues in a heterogeneous environment. The position may participate in development of information technology and infrastructure projects and may conduct training programs designed to educate an organization’s computer users about basic and specialized applications. Duties include, but are not limited to:

• Supporting business applications to ensure compliance with corporate standards
• Maintaining and updating business unit hardware inventory to comply with asset management standards
• Handling incoming IT service requests to ensure computer user inquiries are addressed in a timely manner
• Supporting the use of printers, fax machines, copiers, and multi-function machines to maintain operational readiness
• Building out new laptop and desktop systems to comply with asset rotation and retention policy
• Installing appropriate business applications to ensure compliance with corporate standards
• Physical setting up and deployment of computer systems, monitors, printers, and other peripherals to ensure seamless operation of business functions
• Training and orienting users on use of hardware and software to maintain an educated and efficient workforce
• Utilizing and automating service request tracking system to maintain assigned tasks and priorities

PREFERRED QUALIFICATIONS:

• Associates degree or equivalent combination of training, experience, and certifications
• Comp TIA A+ certification
• Microsoft certified; Professional certification preferred
• Minimum one to three years relevant experience in network and/or PC support environment
• Uses professional concepts; applies company policies and procedures to resolve a variety of issues
• Working knowledge of Windows XP Professional
• Basic knowledge of computer internetworking
• Enhanced working knowledge of Microsoft Office Suite
• Enhanced working knowledge of Microsoft Outlook
• Excellent organizational skills
• Excellent customer service and interpersonal skills
• Excellent verbal and written communication skills
• Practical knowledge of standard business practices
• Ability to work both collaboratively as a team player and independently as required
• Ability to learn new technologies and systems quickly
• Travel to plants, satellite offices, and job sites may be required occasionally with some extended daily and weekend hours

HOW TO APPLY:
Interested applicants should apply online.