Position:	Network Server & Helpdesk Administrator
Discipline:	Information Technology
Position Type:	Non-Exempt/Hourly
Location:	Wilmington, Delaware

General Description:

The Network Server & Helpdesk Administrator ensures that users receive the highest level of customer service by managing task requests, promoting best practices for helpdesk and ticketing systems, and providing backup support as needed.

Responsibilities:
- Providing helpdesk support to variable business unit end users for technical support.
- Responding to technical related emails, telephone calls and voicemail.
- Resolving calls at either first or second levels of support and escalating as appropriate.
- Providing backfill response and support for either phone-based support or deskside support.
- Promote an active security mind-set throughout the organization.
- Execute tactical assignments, daily operations and project assignments.
- Adhere to standards on change management, problem management, release management, quality management and incident tracking.
- Maintain operational procedures and documentation, as required.
- Provide operational support for the installation, configuration and security of all infrastructure components including:
    - Corporate email and various secure messaging services.
    - File and print, application support and administration
    - Desktop imaging
    - Backup, restoration and disaster recovery protocols for all systems commensurate with the sensitivity of corresponding data.
    - Enterprise protection against disruptive technologies (i.e. virus protection, antimalware).
- Evaluate and develop, as needed, control processes to ensure data protection.
- Continuously monitor systems compliance against system processing and information security policies and other corporate policies and procedures.

Desired Experience:
- BS in Computer Science, or related discipline, combined with a minimum of two years of experience in helpdesk and desktop support roles, or an equivalent combination of education and/or experience.
- Proficient with IT Security practices and standards.
- Strong understanding of application threats, vulnerabilities, safeguards and secure development processes, security issues relating to administrative, software and communications components, software development, operations and disaster recovery
- Able to relate to client personnel at all levels (Junior through Executive).
- Experience with multi-function printers
- Remote software deployment
- SharePoint experience a plus.

Key attributes; Commitment; Compliance; Compassion; Innovation; Organized; Self-Motivated; Confidence; Self-Starter; Leadership; Decision-Maker; Creativity; Independence; Motivation; Appreciation; Communication; Behavior Management; Fair; Equitable; Flexible; Prioritize; Positive; Mature

Revision	Date	Description of changes	Requested By
1.0	12/13/2017	Creation of JD	Curtis Vincent
1.1	9/11/2018	Reviewed document, added document name to footer; edited formatting	Alexa Akins
1.2	9/25/2018	Updates some of the skills	Anthony Mozzo