

NEW ORLEANS COMPANY

POSITION TITLE:	IT SUPPORT TECHNICIAN
DEPARTMENT:	INFORMATION TECHNOLOGY
ACCOUNTABLE TO:	VICE PRESIDENT – INFORMATION TECHNOLOGY
STATUS:	FULL-TIME, EXEMPT

Primary Objective of the Position:

Assist Vice President in ensuring employee satisfaction by providing support for the continuous and efficient operation of all computer, server, network and telephone systems within New Orleans & Company as well as regional offices. Assist in implementing of new information technologies and procedures designed to improve productivity and efficiency.

Major Areas of Accountability:

1. **Ensure user satisfaction** and provide professional user support through communicating via various channels— (in-person, email, Teams, phone call, or other available channels)
2. Maintaining a positive, empathetic, and professional attitude toward users at all times.
3. Maintain and run a technical support “Help Desk” and produce management reports requested by the Vice President.
4. Perform PC hardware/software/printer installation and maintenance, configuration changes, upgrades, troubleshooting, repairs, one-on-one training, telephone support and similar activities.
5. Assist and support users with email, network, remote access, and other critical resources such as Simpleview, Ivanti, Jamf and Microsoft 365 programs.
6. Assist in training users by providing information on policies, processes, benefits, products, and services.
7. Engage in other special projects and assignments; including but not limited to, interim QA testing, maintaining, and developing management statistical reports, assist with on boarding of new team members, updating knowledgebase and training materials, etc.

8. Apply OS patches and upgrades on a regular basis and upgrade administrative tools and utilities. Configure / add new services as necessary.
9. Perform other responsibilities or special projects as assigned.

Education and/or Experience:

Associate degree or equivalent from two-year college or formal technical school training including network operating systems, and two years extensive experience dealing with PC technical support issues; or equivalent combination of education and experience.

Computer Skills:

Demonstrated ability to troubleshoot and resolve desktop, network, or other IT issues.

Language Skills:

Possess excellent verbal and written communication. Ability to read and interpret documents and to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Physical, Mental & Environmental Demands:

While performing the duties of this job, the employee is regularly required to sit; and use hands to finger; reach with hands and arms; and talk or hear. The employee is required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception. Must be able to travel by airplane and operate a vehicle.

The working environment is typical for an office and does not require exposure to difficult or hazardous conditions. This position will require some weeknight and weekend assignments. Ability to travel including overnight stays. Must work well in a team environment.

Disclaimer Statement:

The above is intended to describe the general content of and requirements for performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements and does not imply a contract.

Responsibility for Work of Others: None

New Orleans & Company provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, or status as a covered veteran in accordance with applicable federal, state, and local laws. New Orleans & Company complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.