Information Technology Assistant

This individual is responsible to Install, configure, and maintain KES computer network system. Ensuring that the network is function properly and up to date.

Essential Functions

1. Work with KES (Kaufman Engineered Systems) employees to resolve hardware and software issues they experience via phone, e-mail, texting, remote terminal connection.
2. Maintain, troubleshoot, and repair as needed and capable, all KES IT hardware, including but not limited to computers, laptops, servers, KVM Switches, video adapters, projectors, tablets, printers, labelers, handheld scanners, monitors, document scanners, CNC, mice, keyboards, Wireless Access Points, Routers, NAS devices, ethernet switches, network infrastructure, and telephones.
3. Build desktop, and workstation computers when necessary from purchased components.
4. Install required software in all KES employee computers as needed to support the varying needs of each department user.
5. Create and maintain documentation to aid in the installation of software at KES
6. Advise manager of purchasing needs of KES employees when requested and notified.
7. Order toner for all printers under contract when notified of installation of a new toner by another KES employees. If in area, change toner if requested by a KES employee who is not currently trained on how to perform the task and show them how for future use.
8. Maintain, change out, and log all server backups when necessary or in absences of the IT Manager.
9. Provide training to new users on per outlined write-up given to all new employees.
10. Transfer licenses for software requiring software when necessary and know KES limitations for each software before installing/transferring of the licenses.
11. Help with inventorying of KES computers for year-end property analysis by outside accountant.
12. Keep up-to-date of new industry trends via internet, or other media sources and advise of any new trends that would benefit KES operations.
13. Always maintain good working relationships with KES employees and advise IT Manager as soon as possible if any issues arise with another employee.
14. Continue to learn and expand knowledge of job related items including new hardware / software used in the industry and at KES.

Education/Experience

Must have a good knowledge and understanding of all Windows Operating Systems from XP forward, and fundamental knowledge and understanding of basic computer Hardware. Should have a good understanding of networking principals and associated hardware. Have a basic understanding a Microsoft Office applications and various settings required for desired operation (Word, Excel, PowerPoint, Access, Outlook). Attention to detail is mandatory.

Associate degree in computer science or technical degree preferred; or comparable work experience.

Salary Range: $21.50 - $25.00 per hour.
Apply at www.kes-usa.com