

Senior PC Technician/Administrator

Our Lady of Victory Homes of Charity has a *full time* opening available for a highly motivated **Senior PC Technician/Administrator** to join our team.

Summary: This position maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security, and systems groups. This position reports to Information Technology Manager/ Network Administrator.

Essential Duties and Responsibilities:

Technician

- Provides support to end users on a variety of issues
- Responds to phone calls, work order requests, email and other requests for technical support
- Assists in monitoring and assigning work orders; mentoring, training and coaching PC Technicians
- Maintains, analyzes, troubleshoots and repairs computer systems, hardware and software
- Prepares work stations by configuring hardware, software and network interface cards, printers and peripherals

Administration/Analysis

- Troubleshoots user network access problems, resolves or transfers to network management
- Provides onboarding and off boarding of users for access to network, applications and related systems
- Ensures software application security, follows specific business rules for access, and protects against unauthorized access, modification, or destruction
- Documents and follows asset management, and inventory procedures, for hardware and software
- Documents and maintains IT Operational Procedures for assigned hardware and software systems
- Conducts analysis, research to develop solutions to problems

General/Other

- Responsible for on-call hours, as scheduled
- Performs information systems administrative procedures, completes timely and comprehensive work orders, job logs and associated time tracking

Required Education, Knowledge, Skills and Abilities:

- Bachelor's Degree (or equivalent experience) in Computer Science or related field is required
- Minimum of 3-5 years' experience in a similar or related position
- Valid NYS Driver's License

Standard work schedule is 9 -5 Monday-Friday. Overtime and working holidays may be required.

Please send resumes to:

OLV Homes of Charity

780 Ridge Road

Lackawanna, NY 14218

Attn: IT-C. Bateman

or

Email to cbateman@homesofcharity.org