



Requisition #21-005

EMPLOYMENT POSTING

Job Title: IT Desktop Support/Associate Systems Admin

Department/Work Area: 070000 - OCCUPANCY POOL

Overland Park, KS

Internal Posting – IT Desktop Support/ Associate Systems Admin

Desktop system support of PCs and mobile devices (laptops, phones, tablets). Assists in definition, support and maintenance of the business infrastructure including Office 365, telephone system, audio/visual tools, backup storage, disaster recovery, networks, VPN tools, firewalls, engineering development tools, switches, and servers. Provide first level end user support and be responsible for the management of user workstations. Person must have exceptional customer service skills, strong verbal communication and record keeping skills and be willing to educate users on how to best use technology during their daily tasks. Occasional after-hours work may be required.

Duties and Responsibilities: Performs remote and in-person user support for computing platforms and tools. Works with System Administrator to define and implement standard configurations of hardware and software. Responsible for ordering, setting up, and training users on the desktop, laptop, tablet, phone, or other personal use devices. Research and evaluate new technologies to be used as enhancements or upgrades to existing equipment. Interface with IT resources at Overland Park and other company offices to develop similar or same practices. Work with resources to provide a cybersecurity posture consistent with business impact analysis and disaster recovery plans. Support preparation and maintenance of IT policies and procedures. Performs duties as assigned. Adherence to company policies and procedures.

Education / Experience: Associates Degree in Information Technology or similar field and 3 years of experience. Excellent customer service and communication skills Knowledge of cyber security best practices Strong knowledge of PC desktop, laptop, and mobile hardware Knowledge of a Microsoft based networked environment Knowledge of RMM tools and configuration Strong problem-solving skills, independently research and resolve issues Initiative to find and take on projects to improve the information systems infrastructure Extensive knowledge of, troubleshooting and resolution of client issues with, Outlook, Word, Excel, PowerPoint (Visio and Project a plus) Enterprise networking skills (UNC Paths, DHCP, DNS, OSI model, cable termination, troubleshooting etc.) US citizenship required. Additional items that will be considered: Certification (MCP, CompTIA A+, Security +, Network+, White hat, Linux, etc.) Database management Linux (Ubuntu) experience is a plus. Knowledge of IT infrastructure automation Knowledge of CMMC, ISO 270002 Advanced knowledge of cyber security best practices Knowledge of SAP or other ERP systems Physical / Mental Demands Ability to organize work efficiently and set correct priorities. Ability to lift, operate and instruct others in the use of computing resources. Requires running cables in elevated trays and above suspended ceilings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. May require 24/7 response to critical resource issue resolution or for installation of patches, restarts, etc.

Any employee interested in this position may submit a Request for Position Consideration. This form can be obtained from Human Resources.

Alicia Worthey, Human Resources Director