Our growing company is searching for experienced candidates for the position of information technology technician. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for information technology technician

- Perform and manage the administration of client accounts, permissions, and access rights commensurate with company policy and ongoing compliance efforts
- Provide first level technical support to employees, clients, and consultants
- Responsible for executing employee desk moves
- Processing and monitoring of incoming tickets and requests to ensure courteous, timely, and effective resolution of end user issues
- Manage all aspects of end user hardware including imaging, deployment, assignment, updating
- Active Directory password resets and group modifications
- Basic Office 365 administration
- Has a base knowledge of all plant business systems, including, but not limited to
- May, at times, due to the nature of duties performed, come in contact with confidential information
- Due to the nature of the job, comes in contact with all levels of the company's personnel Cooper's customers and vendors and must always reflect a courteous and professional attitude

Qualifications for information technology technician

- Advance knowledge of the following is required

- University Degree or Technical Certificate or equivalent experience
- 5+ years of experience in service or technical support role
- Self-driven, with a pro-active and strategic vision of IT service delivery