IT Help Desk Technician

An innovative, expanding, international company rooted in the Annapolis/Kent Island area of Maryland is looking for a dynamic individual to join the team as an **IT Help Desk Technician** for their Stevensville, Maryland office. As a customer-centric, family-oriented organization, we focus on career-minded individuals searching for their once in a lifetime opportunity to join our winning team! This position will report directly to the IT Manager.

Duties and Responsibilities:

- Proactively troubleshoots information system problems and responds to technical "help desk" style support issues among staff.
- Develops in-depth working knowledge of commonly used office programs and systems,
- Coordinates network issues, technology installation, and projects with IT Consulting Firm and IT Team.
- Installs approved software releases, system upgrades, patches, and software-related compatibility issues as directed.
- Assists in completing paperwork and documentation as needed.
- Maintains a working knowledge of computer technology, network systems, and standard software and acts as a resource of technical information.
- Evaluates and recommends improvements on systems and processes to IT Manager.
- May be asked on occasion to perform other duties not related to this job description.

Expectations:

- Strong organizational and communications skills.
- Ability to multi-task, set priorities and meet strict deadlines.
- Team Player

Education and Experience

- Associates Degree/Comp TIA A+ Certification preferred.
- 2+ years of experience in general IT support.
- Knowledge of Windows 10/11 and Microsoft Office Applications.
- Ability to work in a fast-paced manufacturing environment.

Benefits & Compensation:

- Salary commensurate with experience
- Full medical & dental benefits, paid vacation & holidays, 401K, plus performance bonus
- Growth opportunities are available