# Tier 3 Helpdesk Technician

Active Directory, VOIP (3cx/FreePBX), RMM, PSA, Cloudberry, Barracuda, and Office365 experience a plus.

- Install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc.in accordance with standards and project/operational requirements.
- Install and configure systems such as supports core, financial software and core operational infrastructure applications.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Research and recommend innovative, and where possible automated approaches for system administration tasks.
- Identify approaches that leverage our resources and provide economies of scale.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Create, change, and delete user accounts per request for all software.
- Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Apply OS patches and upgrades on a regular basis based on recommendation from the Information Security Officer and upgrade administrative tools and utilities.
- Configure/add new services as necessary.
- Upgrade and configure system software that supports infrastructure applications or Asset Management applications per project or operational needs.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.
- Assist with troubleshooting and completion of Help Desk Ticket issues.
- Work in a weekend rotating schedule to cover close of business and Help Desk.