

Department: Administration

FLSA Status: Exempt

Reports to: Director of Finance

Date: 3/12/2025

POSITION SUMMARY:

The IT Support Technician is responsible for maintaining and troubleshooting IT infrastructure, supporting end-users, and managing SQL server databases. This individual will also be responsible for presenting the information collected in a way that will assist members of the organization to make better business decisions. This role requires strong IT skills with a working knowledge of SQL to assist with database queries and reporting. This candidate will play a crucial role in supporting our IT operations while assisting with SQL database tasks to enhance efficiency and reporting capabilities.

ESSENTIAL FUNCTIONS:

The duties identified below are the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Conduct activities in a safe manner, follow corporate safety guidelines and requirements, use personal protective equipment and proactively address any unsafe conditions observed. Maintain housekeeping and safety compliance, inspection ready at all times
- IT Infrastructure & Support:
 - Networking basics (TCP/IP, DNS, DHCP, VPN)
 - Windows Server administration (Active Directory, Group Policy)
 - Hardware troubleshooting and configuration
 - Cybersecurity fundamentals (firewalls, access control, endpoint security)
 - Experience with IT helpdesk and support ticketing systems
- SQL Server and Database management
 - Writing basic to intermediate SQL queries (SELECT, JOIN, WHERE, GROUP BY)
 - Managing SQL Server databases (backup, user permissions, troubleshooting performance issues)
 - Familiarity with stored procedures, indexing, and database optimization is a plus
- Other assignments as made by management

QUALIFICATIONS/EDUCATION/SKILLS:

To perform this position successfully, an individual must demonstrate regular, predictable attendance and be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skill required.

1. 1-3 years in IT support, system administration, or relevant degree/certifications
2. Hands-on experience with SQL Server for database reporting, troubleshooting, or minor database management
3. Certifications (Preferred but not required): CompTIA A+, Network+, Security+, Microsoft Fundamentals
4. Problem-Solving Mentality – Ability to troubleshoot IT issues efficiently
5. Communication skills – Capable of explaining technical concepts to non-technical users
6. Detail-Oriented – Precise documentation and configuration management
7. Proactive Learner – Stays updated on emerging IT and security practices
8. Team Player – Works collaboratively with IT and business teams.