



## **Jet East is NOW Hiring an IT Administrator located in the Northeast Region**

Jet East is a corporate aircraft maintenance company dedicated to providing our customers with aircraft maintenance service that is worry-free, on time, and second to none. We service a vast array of aircraft, providing services ranging from routine inspections to the most unique and challenging repairs.

We are currently seeking an experienced IT Administrator who is professional, driven and understands the importance of exceptional customer service. This IT Professional needs to work well with others, travel as needed to various sites (locally and nationally), and must be able to conduct his/her responsibilities with minimal supervision.

The IT Administrator's role is to support and maintain all company IT infrastructure and related resources to ensure end-users can operate at peak efficiency. In this support role, the IT Administrator will maintain, update, upgrade, and troubleshoot networks, software, and hardware. In addition to supporting the company's IT infrastructure, the IT Administrator will provide end-user technology support for our employees in the office and in the field, whether it be in-person, by telephone, email, or web chat. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance.

### **Responsibilities and Duties:**

- Installs, upgrades, configures, maintains, supports, and troubleshoots a wide range of software and hardware including issues with Windows 10, Office 2016/2019, Office 365, and other Windows/Web Based application
- Performs hardware/software upgrades, reinstalls programs or replaces files that are causing errors
- Calls software vendors or accesses on-demand technical support as needed
- Train users on proper and efficient methods of utilizing the hardware and software resources available to them
- Answers questions and responds to software problems to help keep users comfortable with their technology on site, remotely or over the phone
- Gathers information from the user, investigates error messages and determines resolution in a timely manner
- Responsible for coordination with Human Resources related to all IT needs for new hires, job transfers, out processing, etc.
- Responsible for the installation, setup, configuration, log-in instructions and shipping of all IT equipment, office, and cell phones
- Effectively communicate the skills necessary to train and educate end users on the proper use of their technology resources
- Ensuring all end-users within the organization have access to the technology resources they need to complete their daily responsibilities
- Monitor network and security in Jet East Service Hubs, MRO, and various on-site offices
- Set up and configure user account profiles for company network and software resources
- Manages and oversees the helpdesk ticket system
- Maintain and update employee profiles within the Office 365 environment

- Develop a basic understanding of company operations
- Stay current with technology advancements
- Be on call and accessible for high priority technical support during off hours and available for overtime with the ability to be responsive via text messages, email, webchat, or phone calls

**Skills and Qualifications:**

- Have at least 3+ years of help desk/desktop support or other relevant IT support experience
- Possess effective verbal and written communication skills
- Ability to communicate, in writing and verbally, in a clear and understandable manner with co-workers, customers, vendors, and leadership
- Be available to work extended hours or on your days off if required
- Understand, read, and write English
- Excellent communication skills
- Interdepartmental coordination
- Highly organized with a strong attention to detail
- Strong sense of urgency
- Ability to work independently with minimal supervision
- Able to travel to locations, in all weather conditions as needed
- Be a problem solver by effectively reading and interpreting manuals

**Physical Requirements:**

- Ability to stand or sit for prolonged periods of time
- Ability to lift 50 pounds or more
- Ability to work in confined spaces

**Our Benefits Include:** Paid Holidays, Vacation & Sick Time, Medical, Dental and Vision Benefits after 30 days, 401K with a company match, Short- & Long-Term Disability, Group & Voluntary Life Insurance.

Lists above includes the main items for this job position to be successful, but not limited too other things that might come about in time. The person applying for this position must understand that the objectives, responsibilities, and requirements could change for better success for the company and the person.

**Jet East is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.**