



GenTech Scientific LLC
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Job Title: IT Administrator

Job Summary

The IT Administrator supports the Service Department and workstations: configure computer hardware for use with the instrumentation; maintain telephone/ communications system. Ensuring that the network and workstations are safe and secure. Manage user licenses, load OS, manufacturer's software, set IP addresses.

General Accountabilities

- Maintains a commitment to Quality.
- Implement backups, archiving and disaster recovery protocol.
- Configure computers with software and communications for the technicians to use with the instrumentation being refurbished: Chemstation, Xcalibur, Analyst and other miscellaneous software and communications for Service Department.
- Set up the hardware and wiring for computers and peripheral devices.
- Administer employee email accounts, Cliq, computer workstations. Provide tech support for employee workstations.
- Update Web and IT procedures/passwords.
- Diagnoses, troubleshoots and resolves hardware, software or other network issues.
- Maintains server, applications and/or virus protection measures.
- Assist with security upgrades; develop security measures (firewall, virus protection, software) as needed.
- Maintain and troubleshoot telephone system as needed.
- Support Company by providing technical support, instruction, documentation, technical information and other assistance as needed.
- Demonstrate knowledge/good judgment in confidential matters and decision-making processes.
- The company reserves the right to add or change duties at any time.
- Any other tasks or duties as assigned or requested by Technical Services Manager, Director of Operations or CEO.
- Manage and update website and domains

Job Qualifications

- Associate degree – minimum
- Bachelor's degree - preferred

Physical

- Sitting, typing, and utilizing phones for long periods
- Lifting & bending as needed

Skills

- Critical thinking, troubleshooting/complex problem solving, detail oriented
- Effective communication in-person, phone or email and written.
- PHP and web development experience a plus