

IT Support Specialist – Level 1

We are looking for a self-motivated IT Support Specialist with lots of patience and great interpersonal skills to join our IT team at our corporate headquarters in Fairfield, CA. This is a full-time, on-site role providing the first level of support to our employee group. We are a “roll-up your sleeves and get the job done” kind of company, where no job is too big or too small. We are tight knit team, always willing to help each other to be successful!

Here at Encore, we empower you to make decisions and seek out the information necessary to provide exceptional service to our internal and external customers. Forty-four years in business and still strong, we offer stability and growth opportunities within the organization and a regional presence. If you are passionate about details and finding solution-orientated results this is the position for you!

Bottles when and where you need them anywhere in the world - we are your source for anything packaging!

What you will be doing/The Role:

1. Helpdesk
 - Receive inquiries and support requests from users via telephone, email, and ticketing system.
 - Create and manage tickets in ticketing system.
 - Support a wide range of desktop software, including Microsoft Office, Adobe Acrobat, and other third-party programs.
 - Troubleshoot Printers, Cell phones, VOIP Phones, Workstations, Laptops, & Servers
 - Troubleshooting Email
 - Find replacement printers for old/outdated models
 - Keep cables and peripherals in stock (Switches, Video/Ethernet Cables, Speakers, Keyboards, mice and any other equipment needed for staff and our day-to-day IT operations)
 - Maintain & track of IT Equipment given out to users, using a new system all users must sign for all Encore issued IT devices.
 - Hardware support, including desktops, thin clients, laptops, iPads, smartphones, printers, scanners, desk phones, multimedia equipment, and wireless devices.
 - Keep at least one spare laptop and desktop with fresh reformat for quick setup.
 - Collect and schedule for eCycle Pickup, all PCs and laptops have hard drives removed to insure data safety.
 - Maintenance on peripherals including printers and scanners.
2. Active Directory Administration
 - Create and manage user profiles in Active Directory and Office 365
 - Create and Maintain Distribution Groups
 - Create and Maintain Security Groups

- User permissions and group membership
- New user creation
- Login script management and creation
- 3. Server Management
 - Monitor all systems to keep an eye on available resources (Memory, Disk Space, CPU)
 - Analyzing system logs
 - Installing / Uninstalling and Maintaining Server programs
 - Server Updates (Done After hours)
- 4. Repair
 - Laptop/Desktop Repair/Virus removal
 - Really any kind of physical repair that is needed, unless it states specifically to avoid in-house repairs
- 5. Email
 - Setup new email account for new users
 - Setup/maintain calendar/misc accounts and permissions
 - Maintain users and approval lists in outside spam filter

Why Encore?

- We care about our employees – you are our biggest asset – we celebrate your milestones and success! From our service hero award, to Employee of the Month, and fun winter and summer activities!
- We are committed to employee development and growth – when you succeed we succeed!
- We offer a competitive base salary and benefits package with a generous 401(k) matching program.
- We have been around for over 40 years and continue to have exciting opportunities on the horizon.

MINIUM REQUIREMENTS

- Microsoft suite knowledge base
- Generate and manage basic data connections to SQL via SSRS and or Excel a plus
- Basic SQL language comprehension ideal
- Associate's degree or above in a technology related field ideal
- Minimum of 2 plus yrs experience in the area of technology support and help desk functions
- Ability to communicate technical issues to non-technical users
- CompTIA or Microsoft certifications a plus
- Working knowledge of Windows operating systems
- Excellent verbal and written communications
- Ability to work independently yet know when to seek additional support
- Hands-on experience
- Knowledge of servers, networking, and wireless

Encore Glass is an equal opportunity employer. For more information, please visit our website at www.encoreglass.com.

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements.

Equal Opportunity

All persons have equal employment opportunities with Encore Glass, regardless of their sex, race, color, age, religion, creed, sexual orientation, national origin or citizenship, ancestry, physical or mental disability, medical condition (cancer or genetic characteristics), marital status, gender (including gender identity or gender expression), familial status, military or veteran status, genetic information, pregnancy, childbirth, breastfeeding, or related conditions (or any other group or category within the framework of the applicable discrimination laws and regulations).