IT Support/Logistic Specialist

Position Summary- The Computer Helpdesk/Logistics Specialist plays a critical role within the Information Technology (IT) Department, reporting directly to the Information System Manager. This position involves providing essential technical support and assistance to GMX employees and consultants, as well as managing the logistics of IT assets and equipment. The specialist ensures that GMX employees and consultants have reliable access to the technology and support they need to perform their duties efficiently, contributing significantly to the overall effectiveness of the IT department.

Required Education & Experience

- High School Diploma or GED equivalent required
- 1 year work experience as an IT help desk support/ system support or network technician.

Required Knowledge, Skills & Abilities

- Technical knowledge in system troubleshooting and integration techniques.
- Thorough knowledge on Microsoft Windows 10, Windows 11, Microsoft Office Suite, Microsoft Team and Zoom application.
- Thorough knowledge on computer hardware components.
- LAN/WAN technologies and terminology particularly those related to Microsoft Windows and Cisco.
- Network troubleshooting and analysis skills.
- Basic understanding on Computer Networks, Routers, and Switches.
- Configuration, installation, and troubleshoot client and server hardware.
- Excellent research, analytical and interpersonal skills.
- Ability to effectively troubleshoot hardware and/or software problems.
- Highly motivated to assist the team members with new projects and developments.
- Ability to work independently or as a part of a team.
- Communicate effectively both verbally and in writing
- Ability to work in a fast-paced, rapidly changing environment.
- Ability to effectively collaborate with other IT team members to ensure seamless support and service delivery.
- Ability to manage multiple tasks and prioritize effectively.
- Ability to provide exceptional support and build positive relationships with users and effectively communicate technical information to non-technical users.

Essential Duties

- Maintain and update asset/inventory database from purchasing to disposal.
- Assist in the procurement process of IT purchases from acquiring quotes, requisition entry, purchase orders, and vendor notification.
- Process RMA and provide technical support on GMX meetings.

- Monitoring TAs (Task Authorization) for the department to ensure correct budge usage budget and closing TAs at the end of the fiscal year.
- Provides GMX employees with Tier 1 support regarding PC's/ workstation operations, hardware components, and software applications on Microsoft Windows and Office environments.
- Perform basic network troubleshooting; maintenance, upgrades and replacement of hardware and software on workstations.
- Troubleshoot printer issues.
- Assists other IT team members on their projects as needed.
- Troubleshoot and resolve problems related to GMX cameras system and door access system
- Designs and provides training to GMX staff on all IT related hardware and applications
- Transcode video and audio files for meeting archiving.
- Provide support for all GMX meetings including Committee and Board of Directors meetings including video recording, live streaming, and managing A/V contractor staff as well as supporting GMX partner meetings when utilizing GMX conference rooms.
- Tier 1 deployment and administers GMX mobile device management.
- Recommends, evaluates, implements, and supports the appropriate information technology solutions in accordance to industry standards and best practices.

Special Requirements, Licenses & Certifications
- A+, Network+, Microsoft Certified System Engineer (MCSE) desirable.
- Possession of a valid Florida Driver's License and ability to maintain a safe driving record in order to operate GMX vehicles for business purposes.

Working Conditions & Required Physical Abilities

This position is located in a quiet to moderately noisy office environment.

Individuals in this type of position must have the use of sensory skills to effectively communicate with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use of fingers to handle, feel or operate objects and write. Must have the physical capabilities to move about the office and use and operate various office equipment. It may involve extended periods of time seated at the keyboard or workstation. It may involve lifting, carrying, pushing and/or pulling of materials and objects weighing up to 60 lbs.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of the job.

Salary Range: Full-Time Non-Exempt - $28.85 - $40.87

Full Time / Non-Remote