Information Technology Technician

Duramax Marine LLC, a 100% Employee-Owned manufacturing company located in Hiram, Ohio is seeking an **IT Technician** to join our team. Duramax Marine is a long-time, dedicated member of the marine industry. Our products are engineered to increase vessel performance to meet the demands of an ever-changing industry.

The **IT Technician** serves as the primary point of contact responsible for providing technical support and maintaining computer systems and networks to ensure smooth and efficient operation within the organization. This role involves diagnosing and resolving hardware and software issues, monitoring system processes, installing and configuring software and equipment such as computers, printers, phones and other electronic devices and computer, and performing tests on equipment and applications. The IT Technician will work closely with the Director of IT to support and enhance the organization's IT infrastructure.

Responsibilities:

- **Analyze and Diagnose Computer Issues:**
    - Troubleshoot and resolve hardware and software problems for end-users.
    - Perform root cause analysis to identify recurring issues and propose long-term solutions.
    - Document and track time allocated to resolving issues.
- **Monitor Processing Functions:**
    - Continuously monitor system performance, including servers, network devices, and applications, to ensure optimal operation.
    - Use diagnostic tools and monitoring software to detect and address system anomalies and performance bottlenecks.
    - Report on system status and potential issues to the Director of IT.
- **Install and Configure Software:**
    - Install, configure, and update operating systems, software applications, and security patches on end-user devices and servers.
    - Assist with the deployment and setup of new software and systems in accordance with organizational policies and standards.
    - Ensure that software installations are completed with minimal disruption to users.

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- **Perform Tests on Equipment and Applications:**
  - Conduct tests and evaluations on new and existing hardware and software to ensure compatibility and performance.
  - Develop and execute test plans to identify bugs, vulnerabilities, and other issues.
  - Document test results and work with developers or vendors to resolve identified problems.
- **General Support and Maintenance:**
  - Provide end-user training and support on new technologies and system functionalities.
  - Maintain and update technical documentation, including system configurations, procedures, and knowledge base articles.
  - Assist with the implementation of IT projects and upgrades as required.
  - Follow IT policies and procedures to ensure data security and compliance with industry standards.

Qualifications:

- Associate's degree in information technology, computer science, or a related field. Bachelor's degree preferred.
- Relevant certifications (e.g., CompTIA A+, Network+, Microsoft Certified IT Professional) are preferred.
- Minimum of 1-3 years' experience in an IT support role, with a solid understanding of computer systems, networks, and troubleshooting methodologies.
- Hands-on experience with Microsoft Windows 10 and 11, Microsoft Windows Server 2016 and later, Microsoft 365, Android and iOS
- Proficiency in installing, configuring, and maintaining software and hardware.
- Familiarity with network protocols, server management, and monitoring tools.
- Excellent communication and interpersonal skills, with the ability to explain technical concepts to non-technical users.
- Demonstrates a strong commitment to addressing end-user issues with urgency and efficiency.
- Prioritizes and resolves technical problems swiftly to minimize downtime and ensure uninterrupted access to critical systems and applications.
- Familiarity with network protocols, server management, and monitoring tools.

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