

# IT Tech Support Generalist

Standard Machine and Mfg. is seeking an IT Tech Support Generalist in our plant in Gerald, Missouri.

## Responsibilities of this position:

Maintaining Windows computers in a Windows server environment will require keeping software and firmware patches up to date and updating hardware as needed. They will maintain phone and data cabling and add/move lines as needed, maintain label templates and databases, provide end-user support for Microsoft Office, Windows, UPS Worldship and other software. (Does not necessarily require experience with all software packages, but will require the ability to diagnose problems and contact the necessary tech support providers to provide a solution.) They will maintain Wireless Network which includes Windows Tablets, Honeywell RFGuns and Motorola Access Points. This position may require assisting the IT department in St. Louis with projects as time permits. They must be available for normal Gerald plant hours and some off-hours/weekend work.

## Skills required for this position:

Minimum of three years' experience with:

Windows Operating Systems (Windows XP, Windows 7, 8, 10), some experience with Windows Server systems (Windows Server 2003, 2012), familiarity with Network cabling standards, network maintenance/troubleshooting, basic Router/AP configuration, familiarity with Microsoft Office packages and the ability to coach others in their use. They should have some experience with report writing, database maintenance, label creation. They must be able to manage time efficiently and work without direct supervision.

A+ certification would be desirable, but not required.

We offer a competitive salary and benefit package.

If you are interested please send resume with cover letter with salary requirement to: [nancyw@demaeng.com](mailto:nancyw@demaeng.com). Visit our website at [www.demaeng.com](http://www.demaeng.com) to learn more about our family of companies!

**demaeng.com** to learn more about our family of companies!

If you would like, you can complete a Standard Machine Application on the website and hit "submit"! It will come directly to HR.

***We are an equal opportunity employer!***