gSource®

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Job Description

Job Title:	IT Generalist
Job Summary:	Tech-savvy, enjoys the challenges of administering, repairing, and updating computer systems, not afraid to take on many roles on a daily basis.
Wage Category:	ITG I, II, III
Department:	IT
Reporting to:	President
FLSA Status:	Exempt (Fair Labor Standards Act)

Responsibilities of essential functions include:

1. Establish and maintain network security.
2. Develop and maintain IT-related scenarios, protocols, and disaster recovery strategies.
3. Take ownership of IT operations, processes, and procedures.
4. Participate in monthly management meetings.
5. Apply both technical skills and business training to solve issues that may arise.
6. Respond and manage requests for new systems and applications.
7. Serve as a subject matter expert on IT operations.
8. Stay up to date on latest applications and technologies relevant to company requirements.
9. Effectively streamline systems and processes to improve productivity.
10. Oversee and suggest improvement for the daily performance of technological systems.
11. Research, evaluate, and recommend new hardware and software to support end-user computing needs.
12. Safeguard proper functioning of the information processing system, perform necessary upgrades and maintenance, and ensure that computing equipment, hardware, and software are updated and of adequate capacity to meet business needs.
13. Support information technology strategies, policies, and procedures by following company goals.
14. Install, configure, and maintain virtual computing environments.
15. Setup, configure, troubleshoot, move, and/or deliver computer systems and other hardwares such as printers, phones, and other peripheral devices.
16. Setup equipment for employee use, performing or ensuring proper installation of cables, operating systems and appropriate hardware and software.
17. Support end-user audio/video technologies and collaboration tools.
18. Install, configure, and administer endpoint antivirus/antimalware and other detective agents on desktops and server machines.
19. Provide technical assistance and training to users concerning the use of IT system hardware and software, incuding but not limited to printing, installation, word processing, electronic mail, operating systems, etc.
20. Provide end user technical support to office site, remote offices, and home office/remote workers.
21. Answer questions and/or resolve IT system issues onsite, via telephone or remotely.
22. Develop training materials and procedures, and/or train users in the proper use of hardware and software.
23. Refer major hardware or software issues and/or defective IT-related products to vendors or technicians for service.
24. Ensure that all systems are maintained at current patch levels for operating system, browsers, security, and applications.

25. Maintain and improve custom software for automation of internal processes.
26. Create and maintain custom software documentation following standard system development lifecycle methods while ensuring compliance to company requirements, regulatory standards, and security requirements.
27. Build, deploy, and manage virtual machines, manage bills and optimize cost through AWS.
28. Supervise maintenance of company website and its e-commerce component and ensure search engine optimization.
29. Supervise and ensure up-to-date website contents (artwork file conversion and upload, integration with third party software, managing maintenance items, uploading records, etc.).
30. Perform routine maintenance of remote machine hosting the website and its database, evaluate and schedule system upgrades and enhancements as necessary.
31. Develop and maintain workflow automation using MS Power Automate.

Responsibilities of non-essential functions include:

32. Review trade magazines and technical manuals and attend conferences and seminars to maintain knowledge of hardware and software.
33. Maintain commitment to Quality Goals and Quality Policy.
34. Complete jobs and tasks as assigned.

35. Working Schedule: 8:30 am – 5:15 pm.

Employee: _____ _____ _____
                        Last Name   First Name   Initial

Nothing in this job description restricts management's right to assign or reassign responsibilities to this position at any time.

Signatures:

_____ _____/_____/_____
Employee   mm   dd   yy

_____ _____/_____/_____
Manager/Supervisor   mm   dd   yy