Vanguard Protex Global
POWERED BY INNOVATION. SECURED BY EXPERIENCE.

IT Lead
Job Description

Department:	700 - IT/HR	Reports To:	Vice President
Positions Supervised:	This job has supervisory responsibilities.		
Travel Required:	0%	FLSA Status:	Exempt
Schedule:	M-F 8:30-5:30	Classification:	Full-Time
Last Revision Date:	2/18/2022	Location:	Oldsmar, FL

Job Summary

Installs, modifies, and makes repairs to personal computer hardware and software systems and provides technical advice and support to system users.

Duties and Responsibilities

The following are duties and responsibilities for the position. Other duties or functions may be performed as assigned.

- Develop and interpret departmental goals, policies, and procedures.
- Meet with department heads, managers, vendors, and technicians to assess computing needs and system requirements.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Assists in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person, and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provides updates, status and completion information to manager and/or users, via voicemail, e-mail, or in-person communication.
- Refers major hardware problems to service personnel for correction.
- Administers e-mail and anti-virus systems.
- Work with all departments to build and maintain reports needed provide departmental data.
- Establish and monitor scheduled maintenance tasks for the Assistant to perform.
- Train assistant to perform any essential tasks as needed.
- Stay abreast of advances in technology.
- Maintain punctual and regular attendance for scheduled work hours.

Knowledge and Skill Requirements

To perform this job successfully, an individual should have the following knowledge and skills:

- Proficient technology skills including computers, servers, phone systems, printers, and networks.
- Knowledge of principals and process for providing customer and personal services. Includes customer needs assessments and meeting quality standards.
- Use of logic and critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Communicating effectively in writing as appropriate for the needs of the audience.
- Use of judgment and decision making in terms of considering relative costs and benefits of potential actions.

Education and/or Experience

Bachelor's degree from a four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

Microsoft Certified Solutions Associate, Comp TIA A+. Comp TIA N+ Certifications are a plus.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of standing, sitting, as well as some repetitive movements and repetitive lifting of 50-75 pound. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work environment has a normal level of office sound. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Travel

Travel is not a requirement of this position.

Supervisory Responsibilities

This position does not have supervisory responsibilities.

Vanguard Protex Global is a drug-free workplace

Employee Name	Employee Signature	Date