



## IT Technician

Do you want to work with a company where everyone shares our common mission? Do you want to work with a company with advanced technologies and design innovations in cutting and wear resistant components? KonDEX, a manufacturer with a majority of its products agriculturally based, is looking for an **IT Technician**. This position will be key in supporting KonDEX's mission of helping to feed and fuel the world.

The responsibilities of the IT Technician include:

- Install, modify, and make repairs to computer hardware and software systems including endpoints, and virtual environments.
- Manage and perform hardware, software and firmware updates/upgrades on servers, endpoints, networking, firewalls, and VDI environments.
- Create and maintain documentation for all systems.
- Resolve technical requests or problems to maintain company-wide productivity.
- Maintain system functionality by testing computers and software.
- Help implement and maintain networks.
- Consult with users to determine appropriate hardware and software needs and assist in placing orders.
- Manage Advanced Endpoint Detection Response systems (EDR)
- Train users on new systems through a variety of tutorial channels.
- Research and document knowledge base articles pertaining to problem resolution.
- Keep up to date on technical advancements by attending educational workshops, reviewing professional publications, and participating in professional societies.
- Prepare reference material for users by drafting operation instructions.

Qualified candidates will have the following:

Minimum Experience:

- Two or more years of related experience.
- A+ certification or equivalent experience.
- Prior experience effectively communicating with system vendors.
- Knowledge of networking principles and operating system.
- Knowledge of Office 365 and Active Directory.

Preferred Experience:

- Microsoft Certified Solutions Associate.
- Experience with VoIP phone systems, VMware, View Horizon, Firewall basics, Endpoint Detection Response, Intune, and Mobile device management.

Minimum Education:

- Associate degree in IT or related field.

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Preferred Education:

- Bachelor's degree in Computer Science.

Required Behavioral Competencies:

- Problem Solving & Decision Making.
- Organizing, Planning & Prioritizing.
- Active Communications.
- Learning Agility.
- Detail Oriented.
- Resilience.
- Customer Focus.
- Collaborative Mindset.

To learn more and submit your resume, visit us at [www.kondex.com](http://www.kondex.com).

*Kondex is an equal opportunity employer*