



## JOB DESCRIPTION

### I.T. Specialist I

**REPORTS TO:** Director of I.T.

#### POSITION SUMMARY

Durvet, Inc., proud to be named as one of Ingram's Best Places to Work in 2020 and 2024, is growing! We exist to serve our members and the **I.T. Specialist I** at Durvet is an integral part of fulfilling our **Mission: To Be Our Customers' Best Supplier**. The **I.T. Specialist I** is an entry to mid-level, hands-on I.T. support and operations role focused on supporting end users, maintaining existing systems, and taking ownership of defined IT processes. This position serves as *the I.T. Ambassador* for the organization and is responsible for new user onboarding, end-user device provisioning, and day-to-day technical support while working closely with the I.T. Systems Administrator and I.T. Director.

One keynote about this position at Durvet is it is **NOT a purely technical position**. A potential candidate should have significant end user support experience or training as well as a **strong** willingness to learn and grow under minimal direction. We are looking for someone who is very self-motivated! The **I.T Specialist I** at Durvet must understand long hours and after-hours work could be necessary with short notice from time to time as well. This is not the "norm" but does happen as all I.T. positions do.

#### KEY RESPONSIBILITIES

- Provide first- and second-level end user support for Windows 11 Pro workstations, Macbooks and mobile devices.
- Own and execute new user onboarding, including account setup, device provisioning, and onboarding checklist maintenance.
- Deploy and manage end-user devices using Microsoft Intune and Autopilot.
- Create and maintain user accounts in hybrid Entra M365 environment, create/maintain DHCP reservations, and DNS entries for end devices such as Printers, PCs, etc.
- Administer day-to-day support of the NEC VoIP phone system, including new phone station setup and vendor coordination.
- Install, configure, and support network printers and coordinate with third-party printer vendors as needed.
- Support Logitech Tap Rally rooms with vendor support coordination
- Support Microsoft 365 and Entra ID user administration and troubleshooting.
- Assist with VPN support and respond to endpoint security alerts through Sophos and Microsoft Defender.
- Provide basic user support for ERP (Infor FACTS), WMS (Koerber Warehouse Edge), and BI access issues.
- Review, update, and maintain IT documentation and operational procedures.
- Participate in IT projects, upgrades, and refresh initiatives.
- Perform other duties as assigned. (This is **not** purely a technical position, we all pitch in where needed from time to time. **We are a small group, and we all get our hands dirty!**)

#### PREFERRED QUALIFICATIONS

- High school diploma or equivalent; Associate's degree preferred.

- 3–7 years of experience in IT support or systems support roles.
- Working knowledge of Windows 11, Microsoft 365, and Entra ID.
- Strong working knowledge of Macs and/or willingness to learn to become our resident expert
- Experience with Active Directory, DNS, and DHCP administration.
- Experience supporting Microsoft Intune and Autopilot.
- Experience with VoIP phone systems and network printer infrastructure.
- Exposure to ERP, WMS, and business reporting systems preferred. Plus if candidate has experience with Infor's FACTS ERP or Koerber Warehouse Edge WMS.
- Industry certifications such as CompTIA A+ or Microsoft certifications are a plus.
- Knowledge of backup solutions like Barracuda and understanding of disaster recovery models is a plus.
- Strong desire to learn about ERP and business technologies. This position will work with operations teams to, over time, learn their procedures to ensure we can all support their needs.
- Excellent verbal and written communication skills.
- Ability to work effectively with employees at all levels of the organization.
- Ability to work independently and as part of a team.

### **PHYSICAL DEMANDS**

- Ability to sit and stand for extended periods of time.
- Ability to read computer screens, written documents, and email.
- Ability to lift up to 50 pounds

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.