



WALKER
MANUFACTURING CO.

5925 E. HARMONY ROAD
FORT COLLINS, CO 80528 USA
800.279.8537

POSITION

IT Help Desk

SUMMARY DESCRIPTION

We are seeking an industrious and intrepid problem solver to provide technical support assistance for our employees and stewardship for our IT infrastructure. This is a full time position, but may be expected to contribute to other departments or assist with software development, based on previous experience or demonstrated proficiency.

RESPONSIBILITIES:

- Deploy, network, maintain, troubleshoot, upgrade, and recycle end user devices such as: Desktops, laptops, tablets, **Linux**, Mac, Windows, desktop and cordless VoIP phones, UPSs, printers, label printers, barcode scanners.
- Assist users with software, hardware and network/WiFi problems.
- Add/delete users on several systems and provide password recovery assistance.
- Network node management and address some cabling/termination.
- Maintain IT Helpdesk documentation.
- Ability to develop strategies to keep the company's IT running.

QUALIFICATIONS:

- Has demonstrated skill or invested in some education in an IT maintenance role.
- Wired to thrive through helping others.
- Self directed with the ability to work independently.
- Ability to acquire problem solving skills or strategies from IT documentation or by researching external sources.
- Technical writing proficiency to update internal IT documentation as new topics/issues arise.
- Strong ethical standards.
- Enthusiasm (or at least neutrality) for using open source and/or commodity solutions whenever possible.

CONTACT INFORMATION:

- Apply at walker.com/employment
- Email resume to: hr@walker.com



walker.com