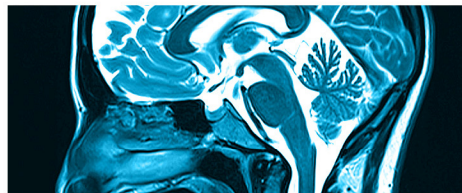


# IMRIS careers

**Functional Area**

Operations - IT

**Position Title**

Desktop Support

**Job Time**

Full-Time

**Job Description**

- Oversee the daily performance of computer systems and respond to user inquiries relative to their operation to resolve problems
  - Assists staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines
  - Works with vendor support contacts to resolve technical problems with desktop computing equipment and software
  - Interact with numerous computer platforms in a multi-layered client server environment.
  - Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
  - Recommends and / or performs upgrades on systems to ensure longevity
  - Assesses functional needs to determine specifications for purchases
  - Assists in maintaining LAN/WAN records and, as appropriate, telephone systems cable
  - Implement and security related infrastructure (Anti-virus, Anti-spam, NAC) on desktop computers
  - Outline the products and services required in data communication networks
  - Confer with staff, users, and management to establish requirements for new systems or modifications; prepare evaluations of software or hardware and recommend improvements or upgrades
  - Develop training materials and procedures and/or train users in proper use of hardware and software
  - Participate in planning, documenting and execution of DRP plan
  - Provide on-call support on a rotational basis
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- University Degree or Associates degree in Computer Science
  - Minimum 2-3 years experience with computer systems preferably in a Microsoft network environment
  - Excellent customer service, analytical, problem-solving, communication and organizational skills
  - Excellent written and verbal communication skills
  - Certifications: A+, MCP, MCSE desired but not required
  - Microsoft Windows 2000 and XP Pro configuration and administration
  - Knowledge of hardware/software configurations, automated support, software distribution and patch management deployment
  - Firm understanding of Microsoft Office 2003 suite
  - Understanding of basic Corporate Security
  - Detail oriented and self motivated

To apply for this position please send your resume in confidence to [hr@imris.com](mailto:hr@imris.com). Please state "IMRIS Job Application: Desktop Support" in your subject line when emailing your application.

Only those candidates selected for interviews will be contacted.

