



Ballast Point/Kings & Convicts **IT Support** Position

Position Summary

In this role, you will work on maintaining and monitoring the computer systems and networks for our business. You will be tasked with solving complex technical issues and will also collaborate with team members across all departments to assist them with their technical requirements. Our IT Support will execute excellent customer service to their peers, managers, vendors, other departments, consumers, and other applicable affiliates. The ideal candidate must be dependable, responsible and be able to uphold Ballast Point's/Kings & Convicts Mission and Values.

Key Responsibilities

- Install and configure software and computer systems.
- Troubleshoot and resolve issues with software or hardware.
- Act as the initial point of contact for all computer and system related concerns from clients or other employees
- Assist management in creating training materials pertaining to computer troubleshooting and usage
- Organize and file documentation pertaining to warranties and instructional guides for computer hardware
- Walk colleagues or clients through steps to help them resolve their technical problems.
- Maintain procedures and reports that provide technical support to the entire organization.
- Analyze records and logs to spot underlying trends and potential issues.
- Support the implementation of new solutions or applications.
- Establish accounts for new users and assist with password or login problems.
- Test, evaluate, and make decisions about new technology for the business.
- Participate in business-wide meetings to provide insight into technical requirements.
- Maintaining a clean and safe work environment following established company guidelines
- Ability to follow instructions and meet business needs based on daily goal changes when necessary

- Accept constructive criticism and customer feedback regarding their experience with software or IT services
- The ability to work independently, as well as with others in a team-based setting

Minimum Qualifications

- Bachelor's degree in computer science or equivalent experience.
- 2+ years of experience in a technical support role.
- Experience troubleshooting Windows 10
- Experience troubleshooting hardware issues
- Working knowledge of Office 365 admin center including Exchange, SharePoint and Teams admin centers
- Experience with Active Directory
- Willingness to solve complicated problems and see projects through to completion.
- Analytical skills to study problems and records and identify solutions.
- Team-oriented attitude to help other colleagues and departments with technical problems.
- Strong interpersonal communication and relationship-building skills.
- Ability to manage time and effectively prioritize numerous projects at one time.
- Strong oral and written communication skills

Preferred Qualification

- Familiarity with PowerShell
- Certifications in MCSA Windows Server 2016, MCSE Server Infrastructure, MCSA Cloud Platform.
- Experience with MDM on both Windows and iOS devices
- Extensive experience with Office 365, Azure AD, InTune and Autopilot

Physical Requirements/Work Environment

- Schedule flexibility to work days, evenings, grave shift, with overtime, holiday, alternative work weeks and weekend shifts as needed
- This is a full-time position requiring the ability to work at least 8 hours daily
- Required sitting for long periods of time, as well as regular walking, bending, and stooping
- Willingness to work in varying temperature conditions
- Willingness to work in an industrial warehouse environment around various machinery, forklift traffic, and loud noises
- Ability to work safely with potentially hazardous chemicals

Travel

Travel as needed.

Other Duties

Please note this Job Description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Ballast Point Brewing/Kings & Convicts is an Equal Opportunity Employer.