



Position Description

Help Desk Administrator

The Company

The Terlato Wine Group (owned by the Terlato Family) is a holding company for several independent businesses specializing in the marketing and production of exceptional wines. The Group's flagship company is Terlato Wines International, the leading marketer of luxury wines in the United States. With a global portfolio of more than 50 brands from a host of world-class wine producers, Terlato Wines presently markets more than one out of every eight bottles of wine over \$14 sold in America. The Group also holds the family's investments in vineyards, wine production joint ventures and wineries in some of the world's most esteemed wine regions.

Visit our website for more details: www.terlatowines.com

Position Summary

The Help Desk Administrator is responsible for delivering end-to-end support in accordance with IT service level agreements. By partnering with end-users and technology groups, the Administrator assists in resolution of all support incidents, within the appropriate timeframes.

Position Responsibilities

- Acting as first tier support of end-user IT needs, both hardware and software, desktop and laptop PC configuration, installation and maintenance
 - Serves as technical advisor, providing front telephone, remote desktop, and onsite desktop support for system users by identifying problems, troubleshooting, repairing, and providing advice to assist users to resolve issues, or conferring with the appropriate personnel, from other areas if necessary, in order to resolve issues.
 - Installs, configures, tests, maintains, and upgrades all PC hardware and equipment, in a primarily Microsoft Windows-based environment to ensure optimal workstation performance.
 - Troubleshoot and resolve IT issues via phone, web, and in-person – this includes all software, hardware, and peripheral support issues.
- Ensures the most complex customer issues are promptly addressed, documented and resolved in a timely and professional manner consistent with the highest customer service and professional / technical standards.
- Track and report all open and closed incidents to leadership teams
 - Prioritizes and escalates computer related issues as necessary.

- Collaborate with Network and Systems Administrator to ensure efficient operation of the desktop computing environment.
- Provide basic support for server and network infrastructure
- Provide basic support for enterprise business applications
- Provide support for internal IT personnel when needed
- Adhere to support standards, processes and procedures, and guidelines for incident management
- Proactively learn and train other staff members on new product and service technologies

This document in no way states or implies that these are the only duties to be performed by the employee holding this position.

Professional Qualifications

- Bachelor degree in related discipline or equivalent experience
- 5+ years in IT service delivery
- 3+ years experience supporting enterprise class applications in production environments

Technical Skills

- Required Technical Skills:
 - MCSE/ MCDST/ A+ certification or equivalent work experience in desktop support and customer service environments
 - Remote support tools; Remote Desktop, VNC, or GoToAssist
 - Hardware experience; troubleshooting issues and resolution of hardware issues
 - Basic network connectivity troubleshooting; TCP/IP, ping, traceroute, DNS, DHCP
 - Mobile device knowledge; iOS, Android, and Blackberry
 - Wireless technology, configuration, and troubleshooting
 - Microsoft applications installation and support (Windows 7, Office 2010, Outlook 2010)
 - Basic Active Directory administration (account creation, password resets)
 - VPN (Cisco) knowledge and support
- Desired Technical Skills
 - Cisco IP phone, and Cisco Call Manager administration and support
 - Basic Microsoft Exchange 2010 administration (adding mailboxes, troubleshooting mail issues)
 - Help desk ticketing software – GoToAssist, KACE tool, and MobileIron experience a plus
 - Mac OSX, Windows 8
 - Norton Ghost

Soft Skills

- High competence, with a track record of strong problem solving

- Strong customer service ethic
- Ability to prioritize and quickly resolve issues
- Excellent verbal communication skills
- Excellent analytical and problem solving skills
- Willingness and ability to learn and grow regarding the implementation, support, and administration of new technologies
- Strong interpersonal and communication skills with the ability to assess and clearly communicate to technical and non-technical personnel, including executive level
- Must have a high level of comfort working with potentially rapidly changing priorities
- Must have a positive, “can- do” attitude
- Must be self-motivated, resourceful, efficient and eager to learn
- Organized and detail-oriented, with demonstrated analytical skills
- Must be able to multi-task, manage details, and keep sight of overall objectives
- Strong work ethic required - must be available to work outside normal business hours when necessary
- Experience with incident troubleshooting and escalation
- A strong team player who is willing to pitch in on multiple fronts/issues.

Customer Base

- TWG owners.
- All TWG & TWI Employees.
- All Winery Employees.

This position is primarily sedentary work, lifting a maximum of 10 lb.; walking and standing occasionally. The work environment could be classified as usual “office” working conditions.

Department: TWG and TWI
 FLSA Status: Exempt