



Position Title: IT Support Technician
Department: IT
Reports To: IT Manager
Location: Romsey UK

Position Summary:

Provide end-user support for Garmin's computer network. Perform all aspects of desktop support including installation and configuration of computers, hardware problem diagnosis and repair, application installation, and network connectivity troubleshooting.

Essential Functions:

- Install and maintain desktop PC systems
- Provide end-user software support
- Maintain printing systems and assist with network printer system maintenance
- Provide component level repair and configuration of networked PC's
- Installation, configuration, and support of Garmin's NetWare, Windows, and UNIX/Linux servers
- Provide support for Garmin's 100+ node environment including NetWare, Windows, and UNIX/Linux servers, as well as Windows and Macintosh clients
- Assist IT Manager with computer systems organization and implementation to provide secure, reliable, and effective computing environment

Other Responsibilities

- Accept and complete projects and other miscellaneous IT duties as assigned

Education, Experience, and Skills Required

- Experience with troubleshooting printer and related network hardware in a business environment
- Experience with computer software imaging technology
- 1+ years support experience on current Microsoft Windows OS and current MS Office applications
- Experience with networked PC computer systems
- Exhibit a consistent positive, professional attitude
- Possess strong customer service skills to meet or exceed customer service requirements
- Ability to function as a team player
- Excellent written and verbal communication skills

Desirable Qualifications

- Experience with maintaining workstations in Microsoft and Novell network environments
- Apple/Macintosh hardware and operating system experience