

Position Profile:

The IT Technician provides first-line technical support for Curio Brands staff, troubleshooting and resolving issues with hardware, software, and basic network connectivity. This role performs user setup and support in the Microsoft 365 environment, maintains endpoint devices, and ensures employees have reliable access to technology resources. The IT Technician delivers responsive customer service while maintaining technical documentation and user training materials to enhance overall technology adoption.

Work Responsibilities:**User Support & Troubleshooting (50%)**

- Serve as primary point of contact for all end-user technical support issues
- Provide timely resolution of hardware and software problems through in-person, remote, and phone support
- Troubleshoot issues with Windows and Mac computers, mobile devices, and peripherals
- Diagnose and resolve problems with printers, scanners, and other endpoint devices and peripherals
- Support users with Microsoft 365 applications including Outlook, Teams, OneDrive, and SharePoint
- Maintain and manage the ticketing system to track and prioritize support requests
- Escalate complex issues to the Systems Administrator when appropriate
- Document solutions for common problems to build knowledge base

Equipment Management (25%)

- Set up and configure new computers, mobile devices, and peripherals
- Perform routine maintenance on hardware and equipment
- Manage inventory of computers, peripherals, and technology accessories
- Process equipment for new hires and departing employees
- Coordinate equipment repairs with vendors when necessary
- Maintain updated records of all IT assets and their assignments
- Prepare and ship equipment to remote employees

User Administration (15%)

- Create and manage user accounts in Microsoft 365 and Azure Active Directory
- Assign appropriate licenses and permissions based on role requirements
- Configure user devices with required software and security settings
- Set up email accounts and distribution groups in Microsoft 365
- Assist with basic OneDrive and SharePoint access issues
- Help users with password resets and multi-factor authentication
- Provision mobile devices with company email and applications

Software Support (15%)

- Install and configure standard business applications on user devices
- Assist users with Microsoft Office applications and troubleshoot common issues
- Support video conferencing and collaboration tools (primarily Microsoft Teams)
- Ensure software updates and patches are applied in a timely manner to maintain security
- Create basic documentation and guides for common software tasks
- Provide basic training to users on Microsoft 365 applications

General IT Support (5%)

- Assist with basic network troubleshooting
- Help maintain physical IT infrastructure in office locations
- Contribute to disaster recovery efforts when needed
- Participate in technology implementation projects

- Support conference rooms and meeting technology
- Assist with physical security systems (door access, cameras) when needed

General Responsibilities:

- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Actively seek individual development through taking advantage of opportunities for skill enhancement. Keep up to date with the latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and policies. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean, safe, and organized.

Minimum Qualifications

- Certificate or degree in IT or related field or equivalent work experience
- One year of experience in IT operations role
- One year of experience supporting users in a remote-hybrid work environment
- One year of experience supporting Windows and Mac OS endpoints
- One year of experience supporting the Microsoft 365 product stack

Computer and/or software qualifications:

- Intermediate level of proficiency in Microsoft Excel, Microsoft Word.
- Knowledge of client-server and Internet systems architectures.
- Working knowledge of standards and protocols: TCP/IP, DNS, DHCP.

Core Competencies:

- Ability to communicate & interact effectively with managers, co-workers, customers, vendors, and other partners.
- Ability to communicate effectively in written and spoken formats.
- Ability to communicate technical information to non-technical users.
- Ability to demonstrate flexible and efficient time management and to appropriately prioritize workload based upon organization or departmental needs.
- Ability to exercise a high degree of discretion and independent judgment.
- Ability to exercise sound judgment in making decisions.
- Ability to handle difficult and stressful situations with professional composure.
- Ability to maintain a friendly presence and helpful attitude.
- Ability to process, maintain and protect company confidential/proprietary information.
- Ability to work effectively within a cross locational team environment.

Preferred Qualifications:

- CompTIA A+ and/or associate level Microsoft certifications
- Experience with Microsoft Intune and JAMF for mobile device management
- Fluency in Spanish a plus

Preferred Competencies:

- Microsoft 365 administration skills.
- Azure administration skills, including serverless architectures.
- Logical analysis and troubleshooting of technical issues.
- Networking skills, particularly a solid understanding of the OSI model and how to troubleshoot with it.

Travel Requirement: Less than 10%

Hybrid Working Environment and Physical Demands:

- General office or home office environment: Works at a desk in a well-lit, air-conditioned cubicle/office/home office, with moderate noise levels.
- Ability to sit for hours at a time, viewing computer monitor on a constant basis. Some walking and standing relative to interaction with other personnel.
- Occasionally required to lift and/or move items weighing 25 - 50 pounds.
- When in a facility, occasional exposure to dusty and fragrant conditions, varying temperature levels, work near moving mechanical parts, and high noise environments is possible.

*** Note: This job description does not restrict CURiO's right to assign or reassign duties or responsibilities to this job at any time. This document does not create an employment contract, implied or otherwise. It does not alter the "at will" employment relationship between the company and the employee.*