



Vacancy Announcement

DATE: September 7, 2018
TO: All Qualified Applicants
FROM: Human Resources
RE: Desktop Support Technician
LOCATION: Anchorage, Alaska
CLOSING DATE: Open Until Filled

This announcement is for Desktop Support Technician with Ravn Air Group. This position reports to the Manager of IT and is responsible for routine tasks to maintain computer equipment and other peripherals. The successful candidate must have previous experience working with computers and providing technical support to end users, great communication skills, and be capable of working in a fast-paced environment.

This is a non-exempt, full time, benefits-eligible position. Position typically works Monday through Friday in Anchorage, however overtime may be required as determined and approved by management.

Minimum Qualifications

- High School Diploma/GED required;
- A minimum of two years of college education in computer/IT curriculum is highly desired;
- Continuing education commensurate with maintaining industry knowledge in the technology field sufficient to meet the needs of the job requirements;
- Must be able to work a flexible schedule with overtime assigned when the operation dictates;
- Recent computer network work experience in Windows domains running server 2008, 2012 and Windows 7 and 10 desktops is required;
- Familiarity with open source operating systems such as Linux or BSD is desired;
- Exceptional communication skills are required;
- Able to work with minimal supervision while maintaining focus around multiple employees and a variety of distractions;
- Requires attention to detail and a high level of accuracy at all times;
- Able to prioritize multiple tasks and meet deadlines;
- Must be able to lift up to 50 pounds;
- Must be able to travel to rural Alaska locations;
- Able to pass a background check;
- Comfortable working in an airport environment around odors and sounds typically associated with operating aircraft.

Duties & Responsibilities

- Perform routine tasks to maintain computer equipment and other peripherals for the Company;
- Maintain, analyze, troubleshoot, and repair computer systems, hardware and computer peripherals in Anchorage and remote network locations;
- Document, maintain, upgrade or replace hardware and software systems;
- Observe peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage;
- Rely on instructions and pre-established guidelines to perform the functions of the job;
- Must be able to quickly learn new technologies and software either through hands on experience or in classroom;
- Provides direct support to Sabre network users in analyzing computer system and network-related problems;
- Serve as liaison between staff and the MIS/IT department to resolve issues; Answer staff questions in person and via phone on all company supported applications for a variety of issues, providing additional support as needed;
- Troubleshoot computer problems by determining source of computer problems (i.e., hardware, software, user access, etc.) and advising staff on appropriate action;
- Work one-on-one with staff on application projects, as needed;
- Document resolutions for future reference;
- Perform hardware and software installations; Provide computer orientation to new company staff;
- Supports and maintains user account information including rights, security and systems groups;
- Other duties as assigned and within the scope of this position.

ALL INTERESTED PERSONS ARE ENCOURAGED TO SUBMIT A CURRENT RESUME AND COMPLETED EMPLOYMENT APPLICATION TO RAVN AIR GROUP VIA EMAIL, FAX, OR BY MAIL:

Email: jobs@flyravn.com

Fax: (800) 616-5081

Mail: Ravn Air Group, Human Resources, 4700 Old International Airport Road, Anchorage, AK

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