

Hickok & Boardman Insurance Group is an industry leader in Vermont and upstate New York. We have been named one of Vermont's Best Places to Work for the last five years.

Hickok & Boardman Insurance Group is an established agency. We are 200 years old! We're dedicated to providing the best service to our clients, our carriers, our employees, and our communities. Our employees describe us as "supportive of employees both personally and professionally".

Hickok & Boardman Insurance Group offers excellent compensation and a progressive benefit package that includes, but is not limited to medical, dental and vision coverages, tuition reimbursement and tuition forgiveness, generous amounts of paid time off and hybrid work opportunities.

SUMMARY

Self-motivated technology professional with a can-do attitude and a desire to understand how things work. This role will participate in the installation, maintenance, and administration of all workstations, phones, agency management systems, and networks. Also, will be responsible for investigating and resolving software/hardware issues for our end users with the aforementioned systems. There will also be a need to assist with creating and maintaining documentation, as well as end user training.

ESSENTIAL RESPONSIBILITIES:

- Administer a hybrid 365 environment, Active Directory and Azure, Intune, Exchange, group policy and more
- Maintain virtual and physical servers and associated Nutanix hardware
- Maintain Citrix XenDesktop VDI environment
- Maintain image repository of Windows images for our departmental and end user use cases
- Manage Windows updates via WSUS and application updates
- Assist in administering agency management software for insurance workload
- Assist in maintenance and administration of networks and phone system
- Assist in providing help desk support for end users
- Assist in furthering automation within the department
- Evaluate and recommend security improvements and system upgrades.
- Create and maintain network users/permissions.
- Test release of products to minimize user impact and ensure compatibility.
- Create technical support documentation for systems and applications.
- Review, evaluate, and recommend the purchase of software or hardware to enhance our department, our users, or the agency.
- Train users on hardware and software.
- Write or revise training materials and procedures (both Staff and Technology materials).
- Keep informed regarding industry information and trends to continuously improve knowledge and performance, and advocate for insurance industry technology advancements.
- Develop positive working relationships with staff, clients, and company personnel. Work as a team with other staff members to achieve agency goals.
- Perform other specific duties and projects as assigned by IT Manager.

Education and/or Experience:

This job is very diverse and requires multiple technology-related abilities. Candidates must have the ability to manage a diverse range of situations—usually planned but occasionally unforeseen—in addition to other responsibilities.

- Candidates should have a college degree and two years professional level IT experience or equivalent professional level IT experience.
- An understanding of personal and commercial insurance is also desired but not required.

Qualifications:**Required Skills:**

- Fundamental knowledge of Microsoft 365 – Azure, Intune, Exchange
- Fundamental knowledge of VMWare and Citrix XenDesktop
- Advanced knowledge of Windows 10, Windows Server 2016 and above, MDT, WDS, and imaging procedure
- Advanced knowledge of WSUS and update policies
- Advanced knowledge of group policy
- Fundamental knowledge of LAN/WAN, Cisco networking, and Avaya phone systems
- Hands-on technical troubleshooting capabilities
- Exceptional critical thinking and problem-solving ability
- Strong interpersonal skills to assist non-technical individuals with complex technical issues
- Problem Solving: Under limited supervision or direction, anticipates and solves problems for self and others at all levels of the organization.
- Analyzing/Evaluation: Independently examines complex information and/or situations, evaluates potential impact, weighs options, and makes recommendations.
- Decision-Making: Decisions are guided by precedent and interpretation of applicable rules and regulations. Decisions may have a significant impact on others and the organization.
- Discretion/Confidentiality: Work responsibilities frequently concern confidential and/or sensitive information always requiring the use of discretion.
- Teamwork: Teamwork and cooperation are essential to the successful completion of own and others' job duties.
- Read/Write/Speak English: Ability to perform verbal and written communications face-to-face and in-group meetings.
- Creativity: Job duties are widely diverse, and frequently require conceptualizing, planning, and implementing.
- Task Handling: Job duties are widely varied, and frequently require attention to and/or coordination of concurrent jobs.
- Must be able to travel up to 10% of the time, regionally.
- Must have a strong sense of motivation and ability to work independently.
- Sense of urgency and a drive to meet deadlines are required.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Must be able to remain in a stationary position 50% of the time.
 - The person in this position needs to occasionally move about inside the office to access office machinery, etc.
 - Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
 - The person in this position frequently communicates with staff, clients, and carriers. Must be able to exchange accurate information in these situations.
 - Occasionally moves office equipment weighing 25 to 50 pounds requiring reaching above/below the waist, pushing and/or pulling movements and lifting.
 - Occasionally required to bend/stoop or kneel to access cables or other items below desk.
 - The person in this position may occasionally work in dusty work conditions.

THIS DESCRIPTION IS NOT INTENDED TO BE A COMPLETE STATEMENT OF JOB CONTENT, RATHER TO ACT AS A GUIDE TO THE ESSENTIAL FUNCTIONS PERFORMED. MANAGEMENT RETAINS THE DISCRETION TO ADD OR TO CHANGE THE DUTIES OF THE POSITION AT ANY TIME.