



# MUST-HAVE IT JOB DESCRIPTIONS

TO JUMP START YOUR  
HIRING PROCESS



# **HERE ARE 5 MUST-HAVE IT JOB DESCRIPTIONS TO JUMP START YOUR HIRING PROCESS**

Finding ideal employees for your company can be a daunting task but finding the right IT Specialist can be even more challenging. Use these job descriptions for the most common information technology jobs to start receiving applications from qualified candidates today!

# IT HELP DESK TECHNICIAN

**Average Salary:** \$52,906  
**Salary Range:** \$47,269 - \$59,857  
**Unemployment Rate:** 3.1%

## What is a Help Desk Technician?

A Help Desk Technician provides technical support and assistance, whether on the phone, in person, or remotely, related to computer systems, hardware and software. A Help Desk Technician responds to customer queries to provide technical assistance.

## Job Responsibilities

- Serve as the first contact with customers who need technical assistance via the phone or email
- Provide troubleshooting and support for Windows operating systems and the Microsoft Office Suite of products.
- Troubleshoot, diagnose, and resolve technical hardware and/or software issues
- Provide quick resolution and excellent customer service
- Redirect unresolved issues to the next level of support personnel
- Provide needed information on IT products or services
- Keep record of problems and their resolution
- Follow-up with customers and/or employees in a timely manner
- Provide feedback on processes and make recommendations on areas to improve
- Maintain technical documentation and service catalog on installation of software, configuration of hardware and problem troubleshooting
- Suggest improvements on procedures
- Ask appropriate questions to understand the customer's problem and log a ticket in our ticketing system.
- Assist with email problems and password resets
- Assist with administrative and other duties as assigned

## Job Skills & Qualifications

- A love for and desire to do help desk support/PC repair.
- Previous working experience as an IT Help Desk Technician for (x) year(s)
- BA in IT, Computer Science or similar relevant field
- In-depth knowledge of computer systems and mobile devices, including but not limited to Windows and Microsoft Office.
- Hands on experience with diagnosing and resolving basic technical issues
- Excellent communication and interpersonal skills
- Customer-oriented and patient
- Must place highest importance on customer and/or employee service quality
- Must be comfortable dealing with multiple customers at a given time, who often may be frustrated.
- Must be a self-starter and highly motivated.
- Must be comfortable in a fast-paced, entrepreneurial environment.

# IT MANAGER

**Average Salary:** \$123,623  
**Salary Range:** \$98,898 - \$147,500  
**Unemployment Rate:** 2%

## What is an IT Manager?

IT managers are responsible for coordinating, planning, and leading computer-related activities in an organization. They help determine the IT needs of an organization and are responsible for implementing computer systems to fulfill the organization's information systems requirements. The scope of an IT manager's responsibilities varies. In some cases, the focus is solely on computer networks. In other cases, the focus can be on managing telecommunications systems and other electronic support systems related to the company operations.

Typically, IT managers have a Bachelor's degree in computer science, information science, or a related field, and relevant work experience. Some IT managers also have a graduate degree. IT managers need strong problem-solving and project management skills.

## Job Overview

Here at **COMPANY NAME**, we are a leading company in our industry in the region. We're proud to have a **X.X** Glassdoor rating from our employees. We are looking to hire a talented IT Manager to join our team. If you're hard-working and dedicated, **COMPANY NAME** is a great place to grow your career. Apply today!

## Job Responsibilities

- Lead critical IT projects that support short-term or long-term business objectives, including the design and deployment of new IT systems and services
- Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure
- Help define IT infrastructure strategy, architecture, and processes
- Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs
- Assess vendors and develop test strategies for new hardware and software
- Troubleshoot hardware and software issues related to internal IT

## Job Skills & Qualifications

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience
- 2-5 years of experience working in IT operations
- Experience leading and managing large IT projects and rolling out IT infrastructures across various technologies
- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems
- Strong critical thinking and decision-making skills
- Excellent project management skills and strong ability to prioritize
- Firm grasp on IT infrastructure and operations best practices

# DATABASE ADMINISTRATOR

**Average Salary:** \$92,885  
**Salary Range:** \$81,037 to \$105,414  
**Unemployment Rate:** 0.5%

## What is a Database Administrator?

Database administrators (DBAs) are employees who work with technology, using specialized types of software to store and organize a company's data. This could include a variety of information, from confidential financial numbers, to payroll data, to customer shipping records. A DBA makes sure that data is available to users, and that it's kept secure from unauthorized access or accidental loss or corruption.

## Job Responsibilities

- Install and maintain the performance of database servers.
- Develop processes for optimizing database security.
- Set and maintain database standards.
- Manage database access.
- Performance tuning of database systems.
- Install, upgrade, and manage database applications.
- Diagnose and troubleshoot database errors.
- Recommend and implement emerging database technologies.
- Create and manage database reports, visualizations, and dashboards.
- Create automation for repeating database tasks.
- Be available for on-call support as needed.

## Job Skills & Qualifications

- Strong command of SQL and SQL server tools
- Advanced knowledge of database security, backup and recovery, and performance monitoring standards
- Understanding of relational and dimensional data modeling
- PowerShell and Unix shell scripting skills
- Familiarity with SSAS, SSIS, SSRS
- Strong mathematical and statistical knowledge
- Excellent written and verbal communication skills
- Impeccable attention to detail

## Education and Experience Requirements

- Bachelor's degree in computer science or a related field
- One to three years of experience in database administration, information technology, database architecture, or a related field
- MCSE/MCSA certifications preferred
- Experience with Linux and Windows Server environments
- Extensive experience with database technologies (MySQL, MS SQL, PostgreSQL, Oracle, MongoDB)
- Experience with cloud services (AWS, Microsoft Azure) a plus

# COMPUTER SYSTEMS ADMINISTRATOR

**Average Salary:** \$64,892  
**Salary Range:** \$43,000 to \$93,000  
**Unemployment Rate:** 2.3%

## What is a Computer Systems Administrator?

Computer systems administrators set up and maintain an organization's computer servers. In a single day, they may encounter stacks of servers, dozens of crisscrossing network cables and major malfunctions with the hardware and software that runs the company's local area and wide area networks.

A network and computer systems administrator's greatest contribution is maintaining an organization's work flow and keeping its lines of communication open. Since companies depend on their networks for so much of their work, problems must be corrected swiftly and completely. Aside from identifying network issues and fixing them, computer systems administrators must also make updates to all equipment and software so they're secure.

## Job Responsibilities

- Interface directly with the help desk and IT support technicians to resolve and document hardware and software troubleshooting tickets, bug reports and errors.
- Provide immediate, direct customer support and troubleshooting help to end users through email, telephone and personal communication.
- Manage, deploy and configure hardware upgrades, software updates, security patches and other necessary items on an as-needed basis.
- Perform daily system monitoring and backup procedures to ensure data security, availability and integrity of required resources, and proper recording of application logs and reviews.
- Administer on-call and after-hours technical support during monthly scheduled outages and unscheduled emergency situations.
- Collaborate with various managers and other IT personnel to improve existing processes, increase automation and meet product development goals.
- Support daily operations and monitoring of multiple databases, user accounts, file permissions and other systems according to standard operating procedures for storage and backup.
- Participate in required compliance activities as needed, including data log collection, statistical analysis and proper reporting standards

## Job Skills & Qualifications

### Required

- Bachelor's in computer science or related field plus minimum three years' experience in system administration
- Expert-level proficiency in a minimum of two unique operating systems
- Strong skills in minimum one scripting language
- Ability to work independently and collaborate with peers as needed

### Preferred

- Experience with data center operations
- Strong oral and written communications skills

# COMPUTER NETWORK ARCHITECT

**Average Salary:** \$120,776

**Salary Range:**

\$79,000 to \$154,000

**Unemployment Rate:** 2.3%

## Job Responsibilities

- Receive and manage escalations from other teams as well as various monitoring tools involving service-affecting issues.
- Troubleshoot, isolate and correct service-affecting issues on the network in areas including but not limited to: routing protocols, routers, switches, firewall administration, MPLS, BGP, VPN, load balancing.
- Plan, schedule, and implement network maintenance activities which include software upgrades, hardware replacement and network infrastructure augments/changes.
- As needed, implement approved routing policy changes/corrections to mitigate points of traffic congestion on the network due to planned or unplanned incidents.
- Work with network infrastructure/service providers to identify and correct causes of circuit disruption.
- Work with hardware vendors to determine causes of device failure/issues.
- Create network connectivity diagrams and other documentation of live network environments for internal and customer use.
- Incident management during critical events that impact the network, including internal and external communications, team coordination of repair and then root cause analysis efforts.
- Performance analysis and optimization
- Create diagrams and other documentation of network environments
- Communicate effectively with internal and external audiences with varying levels of technical expertise.
- Maintains high quality customer service to internal and external groups when needed.

## Job Skills & Qualifications

- BGP, MPLS, OSPF and related protocols
- Link aggregation protocols
- Dark fiber / DWDM systems

## Position Requirements

- Bachelors in Science degree in a computer technology field or equivalent experience
- Five to 10 years of experience in network engineering and operations in a multi-vendor environment

# COMPUTER NETWORK ARCHITECT

**Average Salary:** \$120,776

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## Other skills

- Scripting Languages: Python, Perl, Bash, Expect/TCL
- Operating Systems: Linux, BSD
- Experience with advanced Configuration of Arista, Juniper, Cisco or similar devices
- Strong troubleshooting experience
- Ability to initiate and effectively utilize "remote hands" assistance within datacenter and carrier environments for items such as fault isolation, installation/test of structured cabling/cross-connects and troubleshooting physical equipment as well as replacing faulty components within a chassis

## Preferred Technical and Professional Expertise

- Demonstrated history of organization and time management skills
- Demonstrated history of verbal and written communication skills
- Ability to work with little or no direct supervision
- Exhibit a strong understanding of customer service
- Must be self-motivated and disciplined
- Ability to recognize and prioritize critical tasks independently



# WHAT SETS US APART?

## It All Starts in the Cloud

Your .com is what ties your business to the web, allowing you to get your email and collaborate online. Whether you're using Google Workspace or Microsoft 365, **Next Perimeter** has you covered. Your team can leverage our certified experts for matters concerning your email deliverability, DNS records, licensing concierge, and more.

## Your Team and Workstations are Fully Covered

When your team logs into your corporate environment today, what types of protections exist? **Next Perimeter**, by default, deploys endpoint security and hardware monitoring to every workstation that we manage, ensuring productivity is at an all-time high. Your team will enjoy unlimited round-the-clock support for everyday issues ranging from authentication to hiccups with their equipment.

## Battle-Tested SOPs

Whether we will handle all of your IT, or collaborate with an internal team, our procedures have been perfected against millions of business scenarios. Our system has been trained to adapt to each customer as their organizations evolve.

## Future-Proofed for Compliance

We know you want your cybersecurity to be reliable, predictable, functional, and cost-effective - that's why we've simplified cyber so it's back-of-mind. By signing up for Essentials, you've created a predictable path toward future compliance needs as our agents can fulfill virtually all requirements they might ask for with simple per-user/device pricing.



# Let's Work Together



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## About Us

As a leader in cloud-first cybersecurity and IT support, Next Perimeter protects businesses from modern threats, whether in the office or remote. Our Zero Trust architecture and SaaS posture management deliver a secure, optimized endpoint experience without the need for servers or office space.

Our SASE network as a service replaces traditional VPNs with an always-on, secure connection, ensuring high-speed, reliable network security across the globe. Specializing in holistic threat detection and response, we safeguard your digital assets with cutting-edge AI-powered solutions.