

Blacksburg Location  
2001 Kraft Drive  
Blacksburg, VA 24060



Radford Location  
20 Corporate Drive  
Radford, VA 24141

## **Job Title: Senior Information Technology Technician**

### **Company Overview**

**TECHLAB®**, Inc. was founded in 1989 by scientists from the Virginia Tech Anaerobe Lab, one of the only three institutions in the world dedicated to the study of anaerobic organisms. In the late 1970's and early 1980's, research headed by Dr. Tracy Wilkins began on *Clostridium difficile* and its toxins.

Today the company is poised for high growth through private equity funding and develops, manufactures and distributes intestinal diagnostics worldwide retaining an emphasis on science and collaborations with universities. Products are focused in the areas of intestinal inflammation, antibiotic associated diarrhea and parasitology. Research continues on markers of intestinal inflammation, the toxins of *Clostridium difficile*, amebiasis and vaccine development. TECHLAB®, Inc. has ISO 13485 certification along with FDA registration. For more information, visit [www.techlab.com](http://www.techlab.com).

### **Job Summary**

The job of Senior Information Technology Technician is to assist in keeping the TECHLAB network running and provide user support when necessary. The Senior Information Technology Technician reports to the Information Technology Manager, but must be able to work independently as needed.

### **Work Activities**

- Assist in maintaining TechLab network
- Provide user support via Active Directory and Microsoft 365/Entra ID
- Inform employees of technology problems that may affect the workday
- Grant access to building entry via access control system
- Assist Information Technology Manager with making technology purchasing decisions
- Maintain shipping software (FedEx, UPS)
- Keep computer systems patched and up to date
- Manage projects assigned by the Information Technology Manager
- Monitor ticketing system to help users with information technology issues
- Communicate clearly with employees to understand technological problems
- Perform advanced maintenance and configuration of ERP software
- Maintain and troubleshoot printers
- Stay abreast of advances in technology
- Move computers, printers and desks as necessary
- Move heavy objects with a dolly

### **Tools and Equipment Used**

All computers, electronics, and software on TECHLAB network  
Dolly

### **Job Context**

TECHLAB maintains a climate-controlled environment for the job of Senior Information Technology Technician. A typical workday is Monday through Friday 8:00 to 4:30 or 8:30 to 5:00. Overtime is occasionally necessary with or without advance notice. An employee in this position must be able to lift

upwards of 50lbs. The Information Technology Technician may also be required to travel between TECHLAB offices as needed.

**Minimum Qualifications**

Associates Degree & 3 years of professional experience working in IT