

Blacksburg Location
2001 Kraft Drive
Blacksburg, VA 24060



Radford Location
20 Corporate Drive
Radford, VA 24141

Job Title: 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.

Job Summary

The job of Information Technology Technician is to assist in keeping the TECHLAB network running and provide user support when necessary. The Information Technology Technician reports to the Information Technology Manager.

Work Activities

- Assist in maintaining TechLab network
- Provide user support
- Inform employees of problems that may affect the workday
- Grant access to building entry via access control system
- Keep computer systems patched and up to date
- Monitor ticketing system to help users with information technology issues
- Communicate with employees to understand technological problems
- Add employees to phone alert system
- 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 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

- Associate degree or higher + 2 years of professional IT experience
- High School Diploma or Equivalent + 3 years of professional IT experience