



TITLE: Technical Support Specialist

UPDATED: 1/9/18

JOB FUNCTION: Information Management

FLSA STATUS: Non-Exempt

GENERAL SUMMARY:

Provides IT support, guidance, assistance, coordination and follow-up to staff at multiple locations. Assists in coordinating the installation of system enhancements, hardware/software upgrades or any system changes affecting Information Technology. Troubleshoot network problems, computer issues, security, hardware, or software issues and works with appropriate IT personnel to solve.

ESSENTIAL RESPONSIBILITIES:

- Provides timely response to clients' issues, with desktop, Laptops, Cell phones, printer or other IT concerns via troubleshooting and escalating accordingly in order to resolve issues.
- Addresses IT needs based on environment or customer requests.
- Provides training on desktop equipment and basic login procedures to new employees.
- Works closely with clients, other technical staff and vendors in project planning and problem solving of IT related issues. Resolves problems which may impact project results.
- Assists senior IT staff on projects involving IT components.
- Supports and demonstrates commitment to providing customer service for internal and external customers through adherence to customer service standards and processes.
- Performs other duties as required.

FIELD SPECIALIST

- Provides remote support for issues needing hands on attention.
- Break fix support for all hardware.
- Works with partner vendor for purchasing and special project coordination.
- Manages hardware ordering and logistics of asset tracking all related computer equipment.
- Frequent travel for "field" IT support.
- Performs other duties as required.

JOB SPECIFICATIONS:

- Associate's degree preferred.
- Previous (1-3 years) experience in information technology with emphasis in desktop support, client interface, hardware installation and operation.
- Understanding of basic desktop functions and related software.
- Good verbal and written communication skills.

Signature: _____

Date: _____