



Technical Support Specialist

Job Summary

The Technical Support Specialist provides desktop support and general IT services to corporate customers and performs various IT department tasks related to the delivery of this support.

Primary Responsibilities

- Provides desktop support and general IT services to corporate customers;
- Develops support solutions and processes to enhance desktop production environment for corporate customers;
- Assist with software troubleshooting on documented and undocumented issues affecting single or multiple machines. Mitigates issues by updating, modifying, re-installing or removing software. Ability to create and implement effective, appropriate solutions at own discretion;
- Assist with hardware analysis to diagnose issue or identify sources of performance degradation. Replaces, upgrades or modifies hardware at own discretion;
- Routinely investigates availability issues pertaining to domain/network resources, identifies and resolves specific issues;
- Assist with PC and General IT support for remote offices and locations supported by the corporation. Occasionally may travel to provide specialized onsite support at remote locations;
- Assist with desktop support to external customers visiting onsite, ensuring proper network connectivity regardless of system/OS;
- Evaluates and tests new operating systems or new software products individually or as part of a team. Provides recommendation and if necessary implementation planning and assistance upon testing completion;
- Assist in creating and publishing new documentation pertaining to previously undiscovered software/hardware issues in enterprise knowledge base. Provides solutions used by Tier 1 Help Desk support. Reviews and updates documentation existing in enterprise knowledge base.
- Assist in creating and publishing new documentation pertaining to specific Operating System issues in enterprise knowledge base. Provides solutions used by Tier 1 Help Desk support.
- Assist with input and recommendations for departmental processes and procedures, considering impact on the organization. Evaluates and implements best practices with technology
- Researches, recommends and applies technical solutions to enhance productivity in meeting business needs.

Primary Responsibilities Cont.

- Initiates and completes post mortem process for problems as appropriate.
- May work with software and hardware vendors for product specifications, evaluation, technical problems and solutions.
- May interact with other technology companies for best practices and research.
- Performs such similar, comparable, or related work as may be required, apparent or assigned.
- Keep current with the latest technologies; willing to accept future training and certification.
- Practice asset management for Windows hardware, software and equipment and ensure that asset management policies are adhered to by the team.
- Produces basic documentation in a clear, concise manner, adhering to standards;
- Shares knowledge effectively within the work team;
- Assist in solving a broad range of problems; takes a new perspective using existing solutions;
- Performs other duties as assigned.

Qualifications

- Bachelor's Degree in Computer Science or Information Technology, or Associate Degree in Computer Science or Information Technology with equivalent of 2-4 year's practical experience.
- Preferred Experience: Minimum 2-4 years' practical experience.
- A + Certification preferred
- Strong technical knowledge of Active Directory;
- Strong knowledge of all Microsoft operating systems;
- Strong knowledge of desktop infrastructure;
- Strong knowledge of supporting network attached printers;
- Technical understanding of LAN/WAN technologies, including remote connectivity using VPN;
- Technical understanding of Microsoft Hyper-V and/or VMWare ESX/ESXi;
- Technical understanding of Microsoft System Center management tools;
- Technical understanding of project management principles;
- Experience in IT systems planning, performance monitoring and development;
- Experience in automation and scripting strongly preferred;
- Familiar with applicable data privacy practices and laws;
- Willingness to learn, positive service attitude, ability to work in a high demand work environment;
- Excellent interpersonal, written and oral communication skills;
- Highly self-motivated, directed with keen attention to detail;



Qualifications Cont.

- Proven analytical, evaluative and problem-solving abilities;
- Ability to effectively prioritize and execute tasks in a high-pressure environment;
- Exceptional customer service orientation;
- Extensive experience working in a team-oriented, collaborative environment

Additional Requirements

Must be available, if required, on a 24-hour on-call basis.

*College or university must be sufficiently accredited and listed in the U.S. Department of Education Accreditation Directory.

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