It Support Specialist 1

Job summary

Acting under the supervision of a senior team member, this position directly interfaces with the agency's internal and external customers to provide IT support. The IT Support Specialist will troubleshoot, configure, deploy, and support desktops, laptops, mobile devices, business applications, and other IT assets. This position will also be responsible for providing in-person meeting support, and providing support to various IT projects, as assigned.

To be successful in this role a candidate must possess excellent customer service and communication skills. The candidate must be able to effectively solve problems with limited direction.

Responsibilities

Assists with configuring, deploying, and supporting IT equipment, applications, systems, and services across the agency's infrastructure.

Responds to internal and external inquiries and requests for technical support while providing direct assistance and issue resolution to users.

Performs user and account administration (e.g., provisioning and deprovisioning accounts, group assignments, and inputting and updating user information).

Collaborates with other IT staff to develop and improve IT and helpdesk workflows and processes, including the creation and maintenance of supporting documentation.

Monitors and utilizes an enterprise helpdesk ticketing system to effectively communicate with other team members and clients.

Provides in-person meeting support, including set up and take down of various Audio/Video (A/V) components.

As assigned, directly assists or supports other IT projects and initiatives.

Continues to innovate themselves with new trends, technologies, and best practices relevant to their role.

Requirements

CompTIA A+ certification or equivalent

1 or more years of experience directly supporting users and workstations in an enterprise environment

Strong problem-solving abilities

Familiarity with common IT protocols, technologies, and systems

Thorough understanding of Microsoft Windows 10 and Microsoft Office applications

Experience administering users in an enterprise directory (e.g., Active Directory)

Excellent interpersonal and customer service skills

Possess the ability to communicate complex and technical concepts to a non-technical, general audience

High school diploma or GED AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area

It Support Specialist 2

Job summary

We are actively recruiting for IT Support Specialist position. The IT Support Specialist serves as a central point of contact to employees for technical troubleshooting support, request fulfillment and PC and telecom configuration and placement including: network and software access control, PC provisioning, user coaching and problem solving.

Responsibilities

Maintains hardware and software inventories for the client environment

Maintains end-user documentation for common user tasks for the client environments

Maintains support documentation to assist in the resolution of incidents

Develops and documents the PC provisioning process to ensure a consistent and repeatable result in delivering the PC to users; administers the PC provisioning process to ensure that PCs are configured, imaged and delivered to meet user needs

Solicits information from users to help identify, clarify, define, and prioritize operational problems to the most effective service delivery opportunity

Manages the resolution of user support issues or requests through hands-on action or escalation to other teams

Participates in the development of specifications and purchasing of hardware and software for the client environment

Analyzes and manages PC hardware and software to ensure that the client environment is available and operating to meet business needs and Service Level Agreements

Keeps the Service Desk Lead apprised of work progress including present and potential work problem and trends; suggests new or more effective ways to address customer service issues

Performs related duties as assigned

Requirements

Knowledge of operations and maintenance of a variety of network, telecom, and computer hardware and software applications, including networking essentials and peripheral equipment

Knowledge of desktop operating system imaging techniques and practices

Knowledge of various software to support application systems
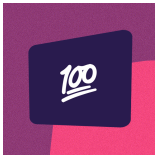
Knowledge of hardware configuration and concept operation

Knowledge of practices and methodologies for providing effective customer serviceCollege level training or equivalent experience providing computer and telecom hardware and software support

It Support Specialist 3

Job summary

We are looking for an enthusiastic and detail-oriented IT Support Specialist to join our team. As the IT Support Specialist, you'll be the go-to person for all IT support throughout Company, assisting team members both in the office and remotely. Your responsibilities will range from deskside support and new hardware builds to procurement and maintenance of existing tech and AV inventory. You will have your hands in a variety of day-to-day technology support needs that are integral to keeping Company running smoothly.

Responsibilities

Manage the day-to-day functions of using technology including, but not limited to network, e-mail, and various software systems.

Repair and replace non-functioning computer equipment.

Install and support of software and updates as necessary.

Maintain software license compliance records.

Support telephone system issues as necessary and facilitating repair requests.

Address appropriate physical security and control on all computer assets.

Track inventory records of all equipment (purchases, placements, repairs and final dispositions).

Build working knowledge of all computer-related equipment in order to facilitate timely troubleshooting.

Install all laptop and desktop computers, and computer-related equipment such as printers and AV equipment.

Requirements

Working knowledge of Windows 10 and macOS.

Working knowledge of GSuite (Google Workspace).

1+ years relevant technical experience.

Previous experience supporting both Apple (macOS) and Windows operating systems.

Previous experience troubleshooting and resolving hardware related problems both in person and remotely.

Previous experience documenting and following through on assigned tasks through the Service Desk ticketing system to ensure timely resolution.

Previous experience maintaining inventory of various IT and AV equipment.

Previous experience using JumpCloud or other MDM products.

It Support Specialist 4

Job summary

We are seeking candidates for a IT Support Specialist position. The IT Support Specialist is responsible for a wide array of support activities for the companies technology needs. This position will support software, data pulls, hardware setups, store support and miscellaneous technology tasks as needed.

Responsibilities

Software support for all company software applications

Create and maintain reports, queries and data updates

Assume all store support

Electronic Credit Memo support

Surveys

Main point of contact for all non ERP software support

Requirements

Bachelor's degree in Business/Computer or related field preferred

A minimum of 3-5 years of IT relevant experience

Ability to multitask and prioritize

General IT knowledge of application support, office applications, reporting, SQL

Independent worker

Basic reporting and data modeling tool skills

Basic programming skills

Basic PC skills

Good problem solving skills

Ability to work with a diverse group of users on a diverse set of tasks

It Support Specialist 5

Job summary

The IT Support Specialist role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as, require that the individual give in-person, hands-on help at the desktop level.
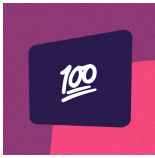
Responsibilities

Follow all security guidelines and comply with all components of our privacy and security policies.

Field incoming help requests from end users via telephone, e-mail or help desk portal in a courteous manner.

Document all pertinent end user identification information, including name, department, contract information, and nature of problem or issue.

Build rapport and elicit problem details from help desk customers.

Prioritize and schedule problems.

Resolve all routine and most non-routine problems, escalating only most serious issues to the senior technician.

Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.

Apply diagnostic utilities to aid in troubleshooting.

Access software updates, drivers, knowledge bases and frequently asked questions resources on the Internet to aid in problem resolution.

Identify and learn appropriate software and hardware used and supported by the organization.

Requirements

2-4 related work experience required.

Knowledge of basic computer hardware.

Experience with desktop and server operating systems.

Good written and oral communication skills.

Good interpersonal skills, with a focus on rapport building, listening and questioning skills.

Strong documentation skills.

Ability to conduct research into a wide range of computing issues as required.

Ability to absorb and retain information quickly.

Ability to present ideas in user-friendly language.

Highly self-motivated and directed.

Keen attention to detail.

Good problem-solving abilities.

Ability to effectively prioritize and execute tasks in a high-pressure environment.

Exceptional customer service orientation.

Experience working in a team-oriented, collaborative environment.

Sitting for extended periods of time.

Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer

components.

Lifting and transporting of moderately heavy objects, such as computers and peripherals (up to 60lbs).

Associates degree or related job exprience.

It Support Specialist 6

Job summary

We are looking for intelligent, hard-working, passionate individuals that want to be part of something very different. We need people that dream big and possess a work ethic that will inspire those around them. We are seeking forward-thinking people, who produce results rather than wait for them. You will not be micromanaged, but you will need to meet specific expectations and it will be entirely up to you to make sure that this happens.

We are looking for an energetic, hardworking, and knowledgeable team member for the position of IT Support Specialist who will be responsible for supporting mission critical computer equipment, software and services for both on-site and remote employees.

Responsibilities

Diagnose and resolve unique, unusual and complex problems in response to customer reported incidents to minimize

interruptions to critical business activities while thoroughly documenting the incident details

Publish and maintain knowledge base content providing guidance to support staff for future occurrences

Identify incident trends and assist with discovering long-term solutions in an effort to reduce recurring problems

Provide assistance as requested for password resets, and credential management

Create and configure user accounts for new users

Management of user accounts, security and distribution groups as needed

Assists in responding to and supporting user issues with portal environments as needed

Configure email connectivity and application installations as needed

Assist users with their smart devices (phones, tablets) to obtain email as requested

Maintain proper documentation of hardware assets and corresponding locations/users

Maintain technology inventory including procurement and disposal

Assist in management of all computers and peripherals

Assist in procuring new equipment and replacing failed hardware as needed

Provide copier, printer, and scanning support

Ensure software is patched and/or updated as necessary

Validate and maintain licensing for software when requested
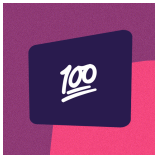
Requirements

At least 5 years of recent IT support experience

Ability to work independently

Pleasant, patient and friendly attitude

Strong problem solving, decision making and analytical abilities

Degree in a computer-related field are preferred

It Support Specialist 7

Job summary

An IT Support Specialist contributes to client retention by ensuring clients receive timely, professional technical support to staff.

Responsibilities

Provide on-site desktop support to stuff—including assistance with the use of hardware, software, and cloud-based applications.

Support, monitor, test, and troubleshoot network problems.

Assist with setup, configuration, and installation of devices, equipment, software, printers and other peripherals.

Provide backup support for workstation analysis, network administration and network security.

Assist in defining network and desktop environment policies, procedures and standards.

Document break/fix activities in online ticketing system.

Provide excellent customer service.

Perform other duties as assigned.

Requirements

Associate's degree required; bachelor's degree preferred

A+ certification preferred

Valid driver's license; must adhere to company driving policy

Ability to stoop, kneel, crouch, or crawl; ability to lift at least 25 pounds

It Support Specialist 8

Job summary

This position will be responsible for the onsite IT support. This will consist of both hardware maintenance and software support. The position will collaborate with global IT management and staff in accordance with global IT strategy. We are seeking a highly motivated individual that possesses strong IT skills and is comfortable working in a dynamic, fast-paced environment.

Responsibilities

Ensure equipment (desktop, laptop, server, office equipment, and phone) support for sites and remote users.

Work with the head office technical team to develop and maintain the network and systems required for the successful

operation of the company's business.

Deploy, administer and maintain local network and security solutions in accordance with group policies and in close

collaboration with head-office technical teams.

Setup and maintenance of user accounts.

Suggest hardware and software solutions that improve company operations.

Requirements

Knowledge of the utilization, operation, and care of desktop, laptop, server, network and related equipment.

Knowledge of the general principles of operating systems and application software (Windows, MacOS, Linux, MS Office,

ERP systems, WMS systems, MS SQL, etc.).

Knowledge of Active Directory and Windows based servers.

Knowledge of general office practices and procedures.

Ability to read, analyze, and develop technical procedures.

Ability to write routine business correspondence.

Ability to troubleshoot and correct technology related issues.

Ability to maintain effective working relationships with management, co-workers, and vendors.

Ability to perform multiple tasks simultaneously.

It Support Specialist 9

Job summary

The IT Support Specialist maintains the computer networks of our organization, providing technical support and ensuring the whole company runs smoothly.

Responsibilities

Perform related duties as assigned by supervisor

Respond quickly to computer security issues

Installing and configuring computer hardware, software, systems, networks, printers and scanners

Monitoring and maintaining computer systems and networks

Responding in a timely manner to service issues and requests

Troubleshoot system and network problems, diagnosing and solving hardware or software faults

Prioritize and manage many open cases at one time

Setting up accounts for new users and deal with password issues

Deleting accounts for terminated employees

Repairing and replacing equipment as necessary

Testing new technology

Maintain compliance with all company policies and procedures

Requirements

Excellent verbal and written communication skills, including ability to effectively communicate w employees

Excellent computer proficiency (MS Office – Word, Excel and Outlook)

Experience with industry-related applications, including: VMware, Citrix, Cisco, Microsoft Server, Crowdstrike, Mimecast, Active Directory preferred, but not required

Knowledge of the following software would be helpful: Crystal Reports, SQL, Procede Software, ZOHO CRM, DTNA Dealership products

Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service

Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices

High school diploma or GED required

Associate degree preferred

3+ years of IT support experience required

It Support Specialist 10

Job summary

The IT Support Specialist will be part of a team of IT professionals who provide in-house technical workbench, desk-side, and remote IT support services for associates. You will have the opportunity to learn and work with a variety of equipment and issues including desktops, laptops, network connectivity, Windows software, mobile devices, network troubleshooting, and more. Specific duties will include responding to service calls to troubleshoot reported problems and taking necessary steps to solve them.

In addition, we are looking for a highly motivated individual who wants to excel in customer service as well as grow
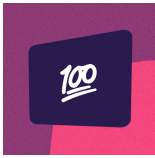
professionally within a great organization. If you have excellent communication, analytical, and cross-functional teamwork skills, then this is a great role for you!

Responsibilities

Under general supervision, perform a variety of computer systems administration, installation, and support tasks, including imaging, documenting, testing, maintaining, troubleshooting, and supporting of PC hardware, operating systems, software applications, peripherals, and mobile devices, and VOIP phones for the entire organization

Assist with low-to-mid level network and application administration functions

Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end-users (small-to-midsize office environments), and recommend and implement corrective hardware solutions, including off-site (active construction job sites) repair as needed

Liaise with, and provide training and support to, end users and staff on computer operation and other issues, while maintaining a high level of customer satisfaction rating

Respond to incidents and service requests within Service Level Agreements, document progress and resolution within the company service request ticketing and tracking system

Identify and escalate incidents to proper teams; take ownership of critical incident until ownership has been transferred

Learn the various computing and data needs of our company, managers, and users in efforts to reduce computing frustrations, ensure data security, and drive productivity; learn and test new technology initiatives prior to enterprise rollout

Conducts research to understand, explain and resolve technology issues. Keep abreast of new trends and emerging technologies in the IT industry

Learn and adhere to company safety standards (particularly during construction Jobsite visits)

Other duties as assigned

Understand and comply with the Company's Code of Business Conduct and Ethics and other industry-specific professional and ethical conduct standards

Regular and predictable attendance

Essential functions of this position are to be performed at a Company-designated office or field location

Requirements

Motivated to deliver a high degree of customer service

Ability to communicate technical terms in an effective and positive manner to users in ways that make sense and apply to daily business needs

Must have initiative and be able to work independently and prioritize multiple competing tasks

High problem solving and analytical abilities for diagnosis and repair

Ability to exercise judgment and decision-making in the diagnosis and resolution of incidents

Demonstrated ability to work independently and to prioritize multiple competing tasks

Associate's degree in a technology-related field; combination of relevant education and experience considered in lieu of degree

A+ certification or equivalent experience is required

Minimum 2 years of technical support experience with Microsoft Windows operating systems on a LAN/WLAN is required

Experience working within Microsoft network environment

Experience creating new user accounts and permissioning within Active Directory

Experience with MECM imaging software

Experience with Microsoft 365

Network connectivity experience

Experience using and supporting smartphones and tablets

Experience troubleshooting print and scan issues