



TITLE: IT Support Specialist

Date: 07.28.20

Classification: Non-Exempt

Department: Corporate

Reports to: Technology Supervisor

Position Summary: The IT Support Specialist is responsible for installing and maintaining company computer hardware, software and networks.

Essential Duties and Responsibilities:

This position reports to the Technology Supervisor and provides hardware and software maintenance, training and consultation.

1. Ensure technology is accessible and equipped with current hardware and software:

- Troubleshoot hardware, software and network operating system
- Be familiar with all hardware and software
- Be familiar with network operating system
- Provide orientation to new users of existing technology
- Train staff about potential uses of existing technology
- Train staff about new and potential use
- Provide individual training and support on request
- Provide recommendations about accessing information and support

2. Monitor and maintain technology to ensure maximum access:

- Troubleshoot all technology issues
- Maintain log and/or list of required repairs and maintenance
- Provide network access to all staff
- Install work stations, software, servers and network equipment
- Load all required software
- Provide network accounts and passwords as required
- Identify and prepare hardware for disposal when appropriate
- Ensure hardware is stripped and secured before disposal
- Interact with local support staff in each office (where available)

3. Perform other related duties as required during working hours and scheduled after hours maintenance windows.

4. Will be required to perform other duties as requested, directed or assigned.

Education and Experience:

2 Year Associate Degree in Information Technology or equivalent job experience.

Job Knowledge:

Computers and Electronics — Knowledge of computer hardware and software including:

- Computer hardware and software systems and Programs - Preferred knowledge in Deltek Vision, Active Directory, Microsoft Exchange, SQL, WordPress and Linux Administration
- Computer networks, network administration and Network Installations
- Computer troubleshooting
- Computer viruses and security – BitDefender and Malwarebytes
- Email and Internet Browser Program (Outlook, IE, Firefox and Chrome)

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Must speak the English language fluently.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Engineering and Technology — Knowledge of the practical application of engineering science and technology.

Skills:

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Computer Hardware and Software

- Install and administer computer hardware, software and networks
- Office 365
- Windows 10
- Server 2012/2016/2019

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Active Listening — Giving full attention to detail of what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Time Management — Managing one's own time.

Problem Solving — Identifying problems and reviewing related information to develop and evaluate options and implement solutions.

Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Quality Control Analysis — Conducting tests and inspections of processes to evaluate quality or performance.

Abilities:

Near and Far Vision — The ability to see details at close range (within a few feet of the observer) and distance vision (several hundred feet).

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp and manipulate hand tools, including: tape measures, hammers, GPS and other related survey equipment, drafting templates, wooden lathes (field stakes), and a personal computer.

Supervisory Responsibilities:

No supervisory responsibilities

Licenses, Certifications, Training Requirements: None Required

Physical, Mental and Visual Demands:

Flow of work involves normal mental and visual attention along with manual coordination much of the time. Physical demands require occasionally lifting over 25 pounds. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

Exposed to a combination of normal office type environments.

Travel approximately 10% of the time.