

IT Support Specialist / Administrator

Initial training for this role will be onsite. There is an opportunity for a hybrid work schedule (3 days onsite) when the introductory training period concludes.

Position Summary

The IT Support Specialist is responsible for providing technical assistance and support to end-users for hardware, software, and network-related issues. This role ensures the smooth operation of the IT infrastructure and assists in troubleshooting and resolving technical problems, contributing to the overall productivity and efficiency of the organization. The position is critical in maintaining optimal system performance, supporting standardized applications, participating in disaster recovery efforts, and ensuring user satisfaction across the company.

Principal Accountabilities

Planning and Delivery

- Provide timely and effective technical support to end-users, including hardware and software troubleshooting, and network connectivity issues.
- Set up new PCs and respond promptly to user requests, ensuring minimal disruption to business operations.
- Ensure that IT support requests are tracked, prioritized, and resolved in a prompt manner using the company's ticketing system.
- Research, implement, configure, maintain, upgrade, and support standardized company applications and new technologies on desktop computers, including the installation of software patches to desktop applications.
- Maintain and manage IT inventory, ensuring that all hardware and software assets are accounted for and up to date.
- Participate in disaster recovery planning, testing, and implementation to ensure business continuity in the event of system failures.
- Assist the network administrator with day-to-day IP phone system management, including the installation of new phones.
- Assist the network administrator when needed or in their absence to ensure continuity of network operations and support.
- Interact with external vendors regarding desktop hardware repairs, coordinating repairs, and ensuring timely resolution of hardware issues.

Business Insight and Analytics

- Analyze common IT issues and recommend improvements to reduce recurring problems.

- Stay informed about the latest technology trends and best practices to suggest enhancements to the IT infrastructure.
- Assist in the deployment of new software and hardware solutions, ensuring minimal disruption to the business.
- Keep documentation updated for employees with custom software installations to ensure accurate and up-to-date information is readily available.

Communication and Relationship Building

- Communicate effectively with end-users to understand their IT needs and provide clear guidance on issue resolution.
- Explain technical issues in a non-technical, user-friendly manner, ensuring that all users, regardless of their technical expertise, can understand and apply the solutions provided.
- Develop training materials to help users better understand the systems and tools they are using, enhancing overall efficiency and reducing the frequency of support requests.
- Collaborate with other IT team members and departments to deliver comprehensive technical solutions.
- Maintain a professional demeanor in all interactions, ensuring a customer-centric approach in IT support.
- Build strong relationships with internal customers by listening actively to their concerns and providing consistent follow-up to ensure issues are fully resolved.

Leadership

- Exhibit a continuous learning mindset by staying updated with new technologies and sharing knowledge with team members.
- Support the growth and development of peers through mentoring and training on IT support processes and tools.
- Demonstrate ownership and accountability in managing IT issues from identification through to resolution.
- Assist the network administrator when needed or in their absence, ensuring continuity of network operations and support.

EDUCATION:

- Associate degree in Information Technology, Computer Science, or a related field; is preferred.

EXPERIENCE:

- 3+ years working in and supporting a Windows client O/S environment, insurance experience a plus

- Proven experience in troubleshooting and supporting virtual PC's, Windows operating systems and IP phone systems
- Experience with the "client side" of client / server software installations, administration, and troubleshooting of Windows clients in a LAN / WAN environment
- Experience in set up / configuring and support of PC's and their common software and desktop printers
- Experience in an AS400 / i5Series environment
- Experienced in supporting and troubleshooting Malwarebytes desktop protection
- Skilled in vendor interactions for hardware repairs
- Involvement in disaster recovery planning and implementation is a plus.