

Systems Support Specialist

FLSA Exempt Status: No

Pay Range: \$45,000 to \$50,500

Job Specifications: Full-Time: Monday-Friday 8:30 am – 5:00 pm (Extended hours required)

Description and Requirements

The Systems Support Specialist will be responsible for supporting and assisting end users with technical matters on all computer based devices. This includes installing, diagnosing, repairing, preparing, maintaining, and upgrading all desktop hardware/software, voting equipment, printers and telephony devices to ensure optimal performance. End user support will be provided in person, by telephone, or via e-mail in a professional, timely, accurate manner. Must be a highly motivated individual with experience in Microsoft Software technologies, Adobe Software, Dell hardware, End Point Protection software and knowledge of networking fundamentals. Must be organized, detail-oriented, be a self-starter and able to work in a small team environment. Willing to learn at a fast pace and have a great can do attitude.

Education Training and Experience

- Bachelor's degree in Information Systems, Computer Science, IT Certified Training or equivalent
- Certifications: CompTIA A+, CompTIA Network+ or CompTIA Security+
- Experience: 2+ years in an IT support environment

Technical Requirements

- Windows OS 7 Pro, 8 Pro, 10 Pro
- MS Office Suite 2010, 2013, 2016
- Adobe Acrobat and Creative Cloud Software
- Networking: Familiar with DNS, DHCP, TCP/IP, LAN, WAN, RDP, VPN
- Security: End Point Protection Desktop Software
- Authentication: AD, MFA
- Knowledge of system vulnerabilities and updates/patching standards.
- Knowledge of Web 2.0 and scripting a plus

Duties and Responsibilities

- Respond to end user support needs, inquiries, and requests.
- Perform software/hardware installation and support.
- Develop and maintain knowledgebase documentation.
- Identify, research and resolve technical problems in a timely manner.
- Test solutions and document specifications, modifications or design changes.
- Provide end user training when necessary.
- Prepare, deploy and support election specific technologies.
- Ability to move equipment that may weigh up to 50 lbs.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Follow IT operations/support best practices.
- Complete assigned projects on time as required.
- Deploy patches/upgrades to desktops, laptops, and computer based technologies.
- Assist in software and hardware upgrades and new installations.
- Maintain IT hardware and software asset inventory.
- Assist in maintaining knowledge base and change log documentation.
- Additional duties as required.