

IT Specialist

JOB SUMMARY/OBJECTIVES:

The IT Specialist is responsible for providing Tier I support for the troubleshooting of internal and external customers, installation of various hardware/software for customers, documentation of cases.

ESSENTIAL FUNCTIONS:

- Provide software installation and peripheral support (printers, scanners and signature pads).
- Document all cases.
- Install, execute and analyze results of antivirus and malware programs.
- Maintain professionalism and act courteously when working with customers; be proactive in identifying issues for customers; recommend useful products, tools or training to customers when appropriate. Be empathetic to the customer's needs and develop a trusting relationship by following through. Deliver accurate answers to customers and present options when possible.
- Research issues as needed, escalating to Tier II IT Support or manager if needed.
- Open technical requests, defects or features to manager as needed to address IT related issues. JIRA should be clear and concise with all supporting documentation.
- Assist other team members or customers when the need arises.
- Perform billable customer work and other projects as assigned.
- Perform other duties as requested by managers.

TECHNOLOGY USED:

- Salesforce
- JIRA
- Microsoft Office Suite, including Excel
- VisiFI applications as required

KNOWLEDGE, ABILITY AND SKILLS:

This position requires strong troubleshooting skills, technical knowledge, proficient communication skills and the ability to work on multiple projects. Experience with hardware & peripherals; Antivirus; E-Mail; Windows Updates; Microsoft Windows and Office; SPAM filter; Internet Explorer and DNS.

- Ability to learn and provide support for changes in technology
- Excellent interpersonal skills including verbal and written communication
- Ability to handle difficult situations in a tactful and patient manner
- Ability to work independently and as a team member
- Strong decision making and problem-solving skills
- Good phone etiquette
- Ability to follow directions and meet deadlines
- Ability to manage customer's expectations according to internal timelines and commitments
- Ability to multi-task
- Ability to work well under pressure
- Active listening and ability to interpret exactly what is needed from the customer
- Good organizational skills

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COMPETENCIES:

- **Troubleshooting**-Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- **Active Listening**- Giving full attention to what others are saying, understanding the issue(s), asking appropriate questions and not interrupting.
- **Analytical**-Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Time Management**- Ability to prioritize work items.
- **Adaptability** – Adapting to changes in the work environment; managing competing demands; changing approach to best fit the situation; dealing with frequent change, delays or unexpected events.
- **Teamwork**-Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Dependability** — Following instructions, responding to management direction; Taking responsibility for own actions; Keeping commitments; Committing to long hours of work when necessary to reach goals; Completing tasks on time or notifying appropriate person with an alternate plan.
- **Teamwork** — Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

WORK ENVIRONMENT:

Work is performed in an office environment and involves everyday risks or discomforts which requires normal safety precautions. Frequent travel is required for this position.

PHYSICAL DEMANDS:

Work is essentially sedentary with occasional walking, standing, bending, carrying items up to 50 pounds such as books, papers, small parts and business office equipment etc.

COMPENSABLE QUALIFICATIONS:

HS diploma or equivalent, Associates Degree preferred, some college courses in required field acceptable. A minimum of two to three years of experience in the required field. Experience with Microsoft Office and Windows required.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.