



Job Title: Technical Support Specialist
Reports to: Vice President
FLSA Status: Full time non-exempt
Pay Rate: \$26 per hour

Job Summary:

The Technical Support Specialist will provide technical support for all onsite hardware and provide assistance and answers to users' questions, assisting users by troubleshooting problems with computer hardware or software.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- Identifies, investigates, and resolves technical problems with computer software and hardware.
- Fields support calls, chat, email, and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns.
- Consults with users to determine steps and procedures taken to identify and resolve the problem.
- Applies knowledge of computer software, hardware, and procedures to solve problems.
- Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.
- Collaborates with other staff to research and resolve technical problems.
- Collaborates with programmers to explain errors and/or recommend modifications in programs.
- Arranges service by software or hardware vendors to repair or replace defective products.
- Maintains knowledge of technology innovations and trends.
- Make recommendations for upgrades to technology infrastructure as technology nears end of life cycle
- Performs other related duties as assigned.

Required Skills/Abilities:

- Solid Understanding of wired and wireless networks.
- Can configure and maintain HP and Cisco switches/routers
- Understanding of AeroHive system switches and AP's.
- Can maintain windows 2008+ server OS's, Windows 10 client OS's, Office365 Azure Domain services, Ubuntu Server OS.
- Familiar with Sharepoint, AWS and Slack.
- Has background in hardware troubleshooting, printers, etc.

- Is familiar with Zappier, Smartsheets, Office365 Teams, Northland/Avaya Phones.
- Is familiar with remote desktop tools like TeamViewer/MS RDP.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Professional and pleasant telephone manner.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.
- Proficient with or the ability to quickly learn an array of computer hardware and software.

Education and Experience:

- Bachelor's degree in Computer Science or related field preferred.
- At least three years of experience in customer technical support highly preferred.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 25 pounds at times.