IT Support Specialist

About The Job

The **IT Support Specialist** is responsible for providing technical assistance and support to users experiencing problems with hardware, software, and network systems. They will diagnose and resolve technical problems, answer technical questions and provide training and guidance to end-users.

Responsibilities

- Provide first-level technical support to end-users via phone, email, and in-person

- Troubleshoot hardware, software, and network issues

- Install and configure hardware and software systems

- Maintain software and hardware inventory

- Respond to security incidents and maintain data privacy

- Provide technical guidance and training to end-users

- Update technical knowledge and skills

- Document technical issues and solutions in a clear and concise manner

- Collaborate with other IT team members to resolve complex technical issues

Requirements

- Associate's or Bachelor's degree in Computer Science or related field

- At least 2 years of experience in IT support or a related field

- Strong knowledge of Windows, Mac OS, and Linux operating systems

- Knowledge of cloud computing and virtualization technologies

- Familiarity with common office productivity software

- Good communication and interpersonal skills

- Ability to troubleshoot technical problems and provide clear and concise solutions

- Ability to work in a fast-paced environment and handle multiple tasks simultaneously

- Excellent problem-solving and analytical skills