



Employee Requisition Form

POSITION TO BE FILLED: IS Support Specialist

PURPOSE: : Responsible for maintaining the computer and software systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide phone/location support for computer desktops, laptops, and software applications in a heterogeneous networked environment (WinXP/Win7, X-Serve/Mac OS-X).
- Diagnose and troubleshoot PC hardware and software problems and printing issues for our internal associates.
- Maintain regular onsite tape backup rotations for mission critical servers.
- Manage associate issues and requests by tracking and documenting technical repairs/solutions per departmental procedures.
- Participates in the development and achievement of strategic goals for the department that complement and support the objectives set by the company.
- Enforces changes made to the WAN, LAN, network, or domain are documented and approved by IS Management.
- Help create and maintain a documented knowledge base of problem solutions and procedures.
- Maintain computer hardware and software assets.
- Maintain hardware and software inventory system.
- Multitask in a detail-oriented, organized fashion to allow for efficient team performance.
- Interact with all levels of associates and staff in a professional and courteous manner.
- May assist in projects as per direction from IS Management.
- Communicate efficiently and effectively in person and in writing.
- Ensure compliance with all Human Resources policies and procedures, promoting an environment that treats all people with respect, and prohibits discrimination and harassment of any kind.
- Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
- High school diploma or general education degree (GED) required.
- 2-year degree or equivalent in work experience and education.
- 2-year networking and information system experience; A+, Network+, and/ or MCP certification.
- PC repair and installation experience (preferred A+ certification).
- Any other duties as assigned.

Reports To: IS Manager
Starting Rate of Pay: D.O.E
Approximate Hours: 40
Filling Deadline: Open Until Filled

