



Job Title: IT Support Specialist

Job Group: VI

Location: 255 Delaware Avenue, Buffalo NY 14202

Reports to: Director of Information Technology

SUMMARY:

Under the supervision of the Director of Information Technology, the IT Support Specialist is responsible for providing technical on-site services and help desk support for Windows-based laptops/desktops, phones, peripherals, network devices and technology products. As a member of Information Systems Team, the IT Support Specialist will provide help desk support, create and manage tickets, install and configure IT devices, and work on a variety of IT projects.

RESPONSIBILITIES:

- Provide Level 1 help desk support, escalate problem tickets as necessary and ensure complete and accurate service documentation.
- Provide on-site and remote technical support to locations in and around the Buffalo, NY area.
- Routinely apply problem analysis and troubleshooting procedures to resolve end-user issues.
- Install and configure hardware, software and cabling.
- Basic Active Directory, MS Exchange, MS Remote Desktop, LAN/WAN, phone support and management.
- Assist with the management of mobile devices and mobile device monitoring.
- Routinely read and interpret technical manuals and documents.
- Assist with the maintenance and tracking of hardware, software and license inventory.
- Provide basic technology training and education for workforce members.

QUALIFICATIONS

Minimum 2year degree in Computer Science/Information Systems or IT-related field. Minimum of 2 years of experience working with IT systems/applications; previous help desk experience preferred. Candidate must possess excellent customer service skills. Excellent organizational and problem solving skills with the ability to effectively manage and prioritize issues and projects including those that may arise unexpectedly. Demonstrated working knowledge and experience with Windows OS and MS Office Suite. Technical certifications are a plus. Ability to make difficult technical concepts easy to understand for non-technical staff. Short-distance, same-day travel to program locations in and around the Buffalo, NY area. Occasional night and weekend on-call support rotation.

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