



IT Support Specialist Job Description

Job title: IT Support Specialist

Division/Department: IT (Information Technology)

Reports to: Senior Systems Administrator

☒ **Full-time**

☐ **Part-time**

☐ **Temporary Position**

☐ **Exempt**

☒ **Non-exempt (Non-Union)**

Essential Duties: IT Support Specialist will provide technical support to the company by managing, maintaining, and troubleshooting their IT systems and communicating with the team to diagnose problems. They prioritize a workload to ensure the most critical issues are resolved first and document standard support procedures the team members may follow.

Responsibilities include, but are not limited to:

- Provide technical support to end users. In person or remotely.
- Respond in a timely manner to service issues and requests to ensure business operations run smoothly.
- Monitor and maintain computer systems and networks.
- Troubleshoot network and hardware issues.
- Install and configure new software and hardware components, networks, printers, and scanners.
- Oversee application updates.
- Monitor the network for potential threats.
- Set up accounts for new users and onboard new hires.

Qualifications & Skills:

- High school diploma required. An associate degree in computer science or information technology preferred.
- At least two years' experience in a professional IT work environment.
- Familiarity with multiple computer operating systems, such as Windows, Mac, and Linux OS.
- Advance proficiency in Microsoft Office Suite.
- CompTia A+, Net+ certifications preferred.
- Should be able to lift up to 50lbs.
- Strong communication skills, organizational skills, and time management skills.
- Excellent customer service skills and desire to help the company succeed.
- Works well in team but also self-motivated, use own initiative to solve problems and can work without supervision.

GVS is an equal opportunity employer and value diversity in our workforce. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or any other protected characteristic.

Print Employee Name:

Employee signature:

Date: