

TECHNICAL SUPPORT SPECIALIST

Department: IT

Reports to: Director of Technology

Job Summary:

The Technical Support Specialist provides expert-level IT support to students, faculty, and staff, ensuring smooth and efficient use of technology-based products and services. This role requires advanced knowledge of computer systems, software applications, and hardware troubleshooting. The specialist is responsible for delivering support in person, via email, and over the phone, while staying up-to-date on the latest technological advancements and industry best practices. Additionally, the specialist is tasked with writing technical documentation, training users, and effectively communicating complex information to a variety of stakeholders.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field (or equivalent experience)
- At least 2 years of related experience in technical support or a related IT role
- Proficient in productivity applications, both installed and cloud-based apps
- Expertise in troubleshooting and resolving issues with Windows, Mac, Chrome, iOS operating systems, hardware, and networking.
- Experience with enterprise systems such as Active Directory, Google Workspace, and Mobile Device Management (MDM) systems.
- Strong knowledge of networking protocols, including TCP/IP, and experience with network troubleshooting.
- Excellent verbal and written communication skills with the ability to explain technical concepts to non-technical users
- Demonstrates strong sense of organizational and time management skills and detail-oriented
- Highly motivated, flexible and is able to multitask
- Excellent problem-solving skills with a focus on diagnosing and resolving technical issues efficiently.
- Ability to work both independently and as part of a team in a fast-paced environment.
- Familiarity with remote support tools and ticketing systems
- Confidentiality is a must

Key Responsibilities:

Technical Support:

- Provide high line tier 1 IT support, troubleshooting hardware, software, networking, and other technical issues.
- Respond to help desk inquiries via helpdesk software, and, ensuring timely resolution in line with service level agreements (SLAs).
- Install, configure, and maintain computer systems, printers, software applications, and network components.
- Assist with user account management, in password reset, and troubleshooting in systems such as Active Directory and Google Workspace.

System Maintenance:

- Supervise regular maintenance on IT systems, including applying updates, patches, and hardware repairs.
- Monitor system performance and security, addressing any identified vulnerabilities.
- Collaborate with the IT team on system upgrades, deployments, and other technical projects.

User Training & Documentation:

- Provide end-user training and guidance on the effective use of IT systems, software, and best practices.
- Oversee the maintenance of technical documentation, user guides, and FAQs to help users resolve common issues independently.
- Review internal processes, system configurations, and troubleshooting procedures for the IT team.

Customer Service:

- Deliver exceptional customer service by offering friendly and knowledgeable support to all users.
- Clearly communicate technical solutions to non-technical users, ensuring they understand the steps taken.
- Follow up with users to ensure their issues are fully resolved and they are satisfied with the service provided.

Security & Compliance:

- Ensure adherence to organizational policies, security protocols, and industry standards in all IT operations.
- Stay informed on emerging security threats and implement best practices to protect the organization's IT infrastructure.

Performs other duties as requested by supervisor or IT Director