



JOB DESCRIPTION

IT Technical Support

Position Purpose:

Provide technical support to maintain the organization's computer systems, both hardware and software and other peripheral equipment to ensure optimal performance so that end users can maintain a high level of productivity. The duties and responsibilities include, but are not limited to the following:

KEY RESPONSIBILITIES:

- Provide technical assistance with computer hardware and software
- Resolve issues for staff via phone, in person, or electronically
- Log bugs and enhancement requests
- Perform hardware and software installations, configurations and updates as needed
- Create and maintain tips and tricks solutions for online database and web site
- Provide introductory on-line & classroom training for company products
- Resolve technical issues in a timely manner using available resources within the company

KNOWLEDGE

- Excellent customer service skills
- Strong troubleshooting and critical thinking skills
- Previous working experience in IT support for one (1) year
- Associate degree in Computer Science or Management Information Systems (MIS)
- In depth knowledge of Windows 10, Microsoft Office 365, Joomla