



IT Support Specialist

Position Summary

The Information Technology (IT) Support Specialist provides a single point contact for end users to receive IT support and maintenance in an innovative and fast paced company. The IT Support Specialist will demonstrate the ability to learn and take on new tasks, offer effective communication skills, assume diverse responsibilities, and initiative to grasp new concepts quickly. The ideal candidate will have an associate's degree in computer science, or a combination of related hands-on or academic experience. Responsibilities will include installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required, as well as support overall IT administration in accordance with company policies and procedures.

Essential Technical Responsibilities and Duties

- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
- Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including support for remote users as needed.
- Collaborate with IT Management to ensure efficient operation of the company's desktop computing environment.
- Where required, administer and resolve issues with associated end-user workstation networking software products.
- Receive and respond to incoming calls and helpdesk e-mails regarding desktop problems.
- Answer to and perform moves, adds, and changes requests as they are submitted by employees.
- Ensure that physical desktop connections are in proper working order.
- Develop, recommend, and implement a methodology to rapidly deploy desktops and laptops from a base image.
- Develop and maintain an inventory of all computing hardware and equipment.
- Accurately document instances of desktop equipment or component failure, repair, installation, and removal.
- If necessary, liaise with third-party support and PC equipment vendors.

Education and Experience Requirements

EDUCATION: Associates degree in computer science or related field. Or

EXPERIENCE: 1-2 years of job related experience in an IT environment. AND

SKILLS/KNOWLEDGE:

- Excellent technical knowledge of desktop and laptop hardware, including relocating components as needed.
- Excellent technical knowledge of Microsoft Windows 7, Office 2010, Sharepoint 2007/2010 (end user).
- Hands-on hardware troubleshooting and equipment support experience.
- General working knowledge of networking concepts, Active Directory, operating systems, and standards.
- Analytical and problem-solving abilities, with keen attention to detail.
- Ability to maintain composure in a fast-paced environment.
- Cooperative attitude with support-oriented disposition, and proven ability to maintain confidentiality of all aspects of job responsibilities.

APPLICATION INSTRUCTIONS
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