



IT SUPPORT SPECIALIST

Definition

The position of IT Support Specialist is responsible for the everyday upkeep and maintenance of the hardware and software systems of the GERS. Duties include the troubleshooting and repair of personal computer hardware, local area network hardware, and the installation and updating of business software applications.

The IT Support Specialist receives direction from the IT Director on the implementation of GERS' computing standards and policies. Additionally, this position provides Network Administration Support and may provide support to the Data Entry Operation.

The IT Support Specialist works constantly with the end user community and provides support for problem resolution, technology implementation, service delivery and productivity enhancements through technology.

Duties and Responsibilities

Prep and install personal computer systems.

Perform network installations of workstations and peripheral network.

Troubleshoot, diagnose and repair personal computers, printers and related hardware.

Troubleshoot and diagnose basic communication problems as it relates to the GERS' LAN/WAN environment.

Monitors compliance with the GERS Computer Network Electronic Access Policy.

Install and customize business software applications in accordance with end user requests.

Assist in the evaluation and selection of additional or replacement application software.

Perform cross-systems integration, database collaboration and reporting, and data migrations and conversions.

Assist in the identification and presentation of system enhancements designed to improve GERS' operating efficiency, procedures, and/or controls.

Candidate must be willing to work irregular hours and travel with minimal notice.

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Knowledge/Skills/Abilities

Performs other related duties when necessary.

Experience with major microcomputer operating systems including Windows 7 and above.

Experience with network operating systems including Windows 2008 Server and above.

Knowledge of data communication environments and implementations, including broadband services.

Basic knowledge of data communication security standards including wireless and secured sockets encryption.

Experience with Microsoft Office Suite.

Familiarity with Category 6 wiring and its configuration.

Familiarity with the provision of help desk support to end users.

Familiarity with database concepts, design and implementation.

Familiarity with Oracle Platform a plus.

Familiarity with Cloud-centric Enterprise Vision.

Basic understanding of Virtualization Concepts.

Printer Services, Active Directory Services, TCP/IP, DHCP and WINS.

Strong oral and written communication skills and ability to interact with Senior Agency Management.

Ability and willingness to stay professionally certified (A+, MCP, MCSE, etc).

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Physical Demands

Sitting in front of computer monitors for long periods of time in temperature controlled environment.

Standing on feet for prolonged periods of time as needed.

Light to moderate lifting and moving of computer or other equipment as necessary.

Education and Experience

Bachelor's degree in computer science, information systems or related field with three (3) to five (5) years of experience.

Certification as a Microsoft Certified Professional and Microsoft Certified Solution Associate a plus.