

**JOB DESCRIPTION**

POSITION: IT Support Specialist
DEPARTMENT(S): Information Technology
LOCATION: Plano
EXEMPT STATUS: Non-Exempt
HOURS: 8:00am – 5:00pm, After hours and weekends when needed
REPORTS TO: IT Operations Manager

Major Duties and Responsibilities:

- Support users onsite and via remote management and support tools
- Proactively manage support requests via calls, emails, and Help Desk platform
- Diagnose and resolve moderately complex IT system hardware, software, network, and user issues
- Perform hardware and software installation, upgrades, and configuration
- Setting up physical workstations at remote offices including desktops, laptops, docking stations, monitors and phones
- Set up/remove user accounts on systems (network, email, phone, security, etc.)
- Maintain (patches, updates and fixes) software used on desktop systems including OS, anti-virus and malware protection
- Support Active Directory on-premises and cloud / Azure AD
- Support Intune / Azure AD for managed devices and users
- Perform Office 365 (O365) Exchange administrator tasks
- Mobile device setup and support
- Document and collect asset inventories
- Participate in the improvement of integration processes and information technology standards across the organization
- After-hours project and support work may be required at times
- Perform other duties as assigned

Job Requirements:

- Bachelor's Degree in IT or related field or 3+ years of experience working in technical support of computers, network, applications, etc.
- Excellent written and verbal communication skills, troubleshooting and problem-solving skills
- Ability to explain complex information to a wide range of employees
- Ability to conduct research into technical issues and products as required
- Knowledge of setup and support for workstations and laptops
- Strong knowledge of Windows 10, Microsoft Office
- Knowledge of Microsoft Exchange
- Working knowledge of Active Directory, DNS, DHCP, Group Policy, networking
- Ability to work independently and within a team environment
- Must be a self-starter with strong ability to work on multiple projects concurrently and balance conflicting demands.

All qualified applicants will receive consideration for employment without regard to race, ethnicity, gender, sexual orientation, religion, color, age, disability, veteran status, national origin, ancestry, gender identity, marital status, citizenship status, medical condition (including pregnancy), or any other characteristics as specified by the applicable laws.