

Title of Position: IT Support Specialist

Department: IT - 860

Reports to: IT Manager

Job Purpose: Responsible for implementation, installation, support, maintenance and troubleshoot of computer hardware and software issues. Implement and use efficient procedures to provide assistance and training to system users.

Essential Duties:

1. Responsible for installing or assisting users with installation of computer hardware including monitor, keyboard, mouse, keypad, and external storage units.
2. Responsible for installing computer software including operating system, drivers, all company approved office tools, and specific departmentalized tools.
3. Responsible for answering user's inquiries in person, via email or by phone. Responsible for documenting issues for future reference or past history in a help desk database.
4. Responsible for maintaining hardware and software inventory for all locations.
5. Responsible for researching, recommending and implementing new technology and applications to bring greater efficiency to our company's users and information systems.
6. Administration of our phone systems across the company.
7. Support and troubleshooting of network connectivity within each facility and across the organization.
8. Coordinate ancillary facility activities with designated on-site personnel where possible.

This job description is not intended to be all inclusive and employee will perform other reasonably related business duties as assigned by immediate supervisor or other management as required. ANZA, Incorporated reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.