



JOB DESCRIPTION

Position Title: Information Systems Support Specialist

Department: Cloud Solutions

Reports To: Information Systems Support Supervisor

EEOC Class: Professionals

FLSA Status: Non-Exempt

Position Summary

The Information Systems Support Specialist will provide technical assistance and answers to users' questions, assisting users by troubleshooting problems with computer hardware or software. This position will primarily focus on providing tier 1 technical support for both external clients and internal staff.

Essential Job Functions

The essential functions include, but are not limited to the following:

- Identifies, investigates, and resolves help desk tickets regarding users' problems with computer software and hardware in a timely manner.
- Proactively communicate with end users regarding ticket status and anticipated completion timeframe.
- Escalate tickets that exceed knowledge base to supervisor for further direction/training and ticket resolution.
- Maintain an organized and manageable help desk inbox (close resolved tickets in a timely manner, update ticket status, etc.)
- Consults with users to determine steps and procedures taken to identify and resolve the problem.
- Proactively communicate with team members if you foresee issues resolving the support request in the communicated timeframe.
- Complete additional training curriculum as designated.
- Performs other related duties as assigned

Qualifications (Knowledge, Skills, Abilities)

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Professional and pleasant telephone manner.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.
- Proficient with or the ability to quickly learn an array of computer hardware and software.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is frequently required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.



Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship. The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.