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# Example of IT Support Specialist Job Description

Our company is growing rapidly and is looking to fill the role of IT support specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for IT support specialist

* Troubleshooting and resolving user issues with Single Sign-On
* Provide Food & Beverage Point of Sale system support on a rotating basis, which involves both software and hardware
* Configure, test, and maintain LAN equipment and services, including switches, routers, firewalls and VPN
* Standard system administration duties including server install, System/Application install and patch management, Windows problem determination and resolution, log analysis
* Install, support, and maintain PC hardware & software in WAN network environment
* Provide support to internal associates and resolve moderately complex problems in the areas of systems configuration, setup, and computing product functionality, escalating to appropriate team-members as needed
* Maintain proper documentation, as required by management, to properly track the status of all service calls, to assist the helpdesk in providing prompt response to users, and report on the progress of duties related to project participation
* Maintain up to date workstation images for rapid deployments
* Provide project team membership and coordination as directed by the leadership of Corporate IT
* Install, maintain and monitor various IT security systems including virus/malware protection, encryption, workstation firewall, and Data Loss Prevention

## Qualifications for IT support specialist

* Working knowledge of a service support centre/helpdesk environment
* An understanding of LAN & WAN environments
* Experience with Lotus Notes, Office 365, Citrix & SAP would be an advantage
* Knowledge of MS SQL would be an advantage
* A second EU langauage would be an advantage
* Knowledge of administration of Apple computer products using enterprise management tools