



Example of Information Specialist Job Description

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Our growing company is hiring for an information specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for information specialist

- Serve as active member of the team dedicated to technical support for the office
 - Assist with Office of Development helpdesk inquiries and provide technical support for both hardware and software issues encountered by our Windows and Mac users
 - Assist with coordinating and facilitating Development-wide training activities, facilitating cross-departmental communication, and acting as an internal resource for staff
 - Assist with regular staff training sessions and office hours including coordinating content, promoting to staff
 - Work with Information Strategy colleagues on the preparation and delivery of internal materials and resources, such as policy documents, process and work instructions, tip sheets, and knowledge base materials
 - Working with a team, new products will be reviewed for consistency with descriptions, features, specifications, images and documents
 - Data in the form of spreadsheets, websites or other formats to be reviewed
 - Point of Contact for a Customer
 - Answer phone calls and take inquiries from the public, businesses and other government agencies
 - Make referrals to Metro programs, private sector companies and non-profit organizations
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- At least 3 years of experience to include previous SOC Analyst experience at a federal agency similar in size, scope, and complexity
- IAT Level II or higher
- Effective oral and written communication skills to answer questions, facilitate communication across departments, and support staff training initiatives and activities
- Comfortable with and effective using MS Office applications
- Able to work both independently to complete tasks in a timely fashion
- Close attention to detail and accuracy with a strong work ethic