



Example of IT Support Specialist Job Description

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Our company is growing rapidly and is looking for an 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

- Recommend enhancements or efficiencies for supported systems
- Prepare monthly reports and metrics on help desk activities
- Stay current with all system enhancements and changes
- Provides technical assistance to Studio's staff & visitors in the use of computer hardware and software, network connection
- Facilitates users in obtaining access to internal systems
- Configures applications, system software, hardware, and local peripherals
- Diagnoses and resolves day-to-day equipment and network operation issues
- Contributes to technical documentation in appropriate areas
- Monitors network and software updates
- Provides technical back-up for network and systems

Qualifications for IT support specialist

- Maintain current documentation on the inventory of hardware and software licenses
- Strong Microsoft knowledge
- Results orientated - Able to ensure that quality and delivery requirements are consistently met within agreed timeframes
- Communication - Good communication skills, both written and verbal, together with the ability to understand and communicate complex instructions
- Problem Solving - Able to focus on constant improvement of processes

technical knowledge of all our current systems