Example of IT Support Specialist Job Description

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Our innovative and growing company is hiring for an IT support specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for IT support specialist

- Microsoft Windows Server 2008 and 2012 management
- Multi-tier RAID hardware and LTO tape based disaster prevention
- FileMaker Server administration
- Administration of STL workstations on the UMass Lowell internet
- General technical support for operating systems and software installs
- Computer inventory and specifications tracking
- Serve as STL representative on UMass Lowell Decentralized IT Cabinet
- Enforce STL Technology Control Plan (TCP) for contract data
- Maintain STL internet and intranet web pages
- Works directly with executive/VIP end users to provide high urgency IT support

Qualifications for IT support specialist

- Knowledge of scripts (batch files, VBScript) will be considered as assets
- 3 years IT experience with virtualization and Windows server administration
- Enterprise level server administration for high availability, mission-critical data storage and disaster prevention and recovery
- Works in trouble ticket queue using to resolve end user issues opened via Help Desk
- A minimum of two years of experience in implementing, maintaining, and supporting Windows operating systems and MSOffice applications