Our innovative and growing company is looking for a senior 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 senior support specialist

- Direct calls to appropriate IT&S tier 2 staff as necessary
- Learn and enforce all IT&S policies and standard operating procedures of the department while always looking to streamline and improve the department operations
- Accurately log all Service Desk requests using Remedy Force ITSM tool
- Build and maintain computers and other IT equipment for the corporation
- Maintain inventory of equipment, supplies and software
- Manage the circulation of loaner, AV equipment and other materials as appropriate
- Work with staff and outside vendors to support seminars, presentations, and training classes
- Provide weekly and monthly reports of activities
- Managing day to day operational task and activities
- Support Telephone Excellence and Stellar Service programmes

## Qualifications for senior support specialist

- Strong interpersonal and problem solving, organizational and time management skills including the ability to meet tight deadlines with a degree of accuracy
- Software implementation management, software quality testing, user community development, software training, software documentation, ability

- An Associate's Degree in an analytical field or the equivalent combination of education, training and experience in an appropriate information technology environment form which comparable skills can be acquired
- 4 to 6 years of experience in administration, maintenance, and support of the current versions of MS Windows and Mac OSX operating systems
- Knowledge of the Cisco MSE8000 Bridging platform (8710, 8510, 8050, 8321, )
- Knowledge of Cisco Video Communications Server (VCS)