



BRIDGING THE GAP BETWEEN  
BUSINESS & TECHNOLOGY

**Job Title:** System Support Specialist – Non-exempt  
**Reports to:** Director of Operations

### Job Description:

The System Support Specialist is responsible for handling first level support of service requests in a professional and timely manner. This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software. The focus of this job is producing high quality, detailed work based on established standards, guidelines and procedures. Precise, consistent work output is essential, requiring patience and a willingness to handle and complete one task at a time

### Basic Functions:

- IT Support relating to technical issues involving all Microsoft's core business applications and operating systems.
- Active Directory and Group Policy Configuration.
- IT support at the network level: WAN and LAN connectivity, routers, firewalls, security, and IP addressing protocols.
- Remote access solution implementation and support: VPN, Terminal Services, and Citrix.
- IT support on printers, scanners and faxes.
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets.
- System documentation maintenance and review in ConnectWise.
- Strong Communication skills – the ability to interact with clients in a professional and friendly manner. Keeping clients informed of incident progress, notifying them of impending changes, and agreed outages.

### Additional Duties and Responsibilities:

- Fast turnaround of customer requests.
- Ability to work with a team and communicate effectively.
- Work with the Service Desk Dispatcher to ensure requests are routed to the proper resource in order to be resolved quickly and efficiently.
- Escalate service requests that require System Engineer level support.
- Responsible for entering time and expenses in ConnectWise as they occur.
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University.
- Enter all work as service tickets in ConnectWise.

### Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Advanced understanding of operating systems, business applications, printing systems, and network systems.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast moving environment.

### Educational/Vocational/Previous Experience Recommendations:

- BA/BS, preferably in computer science or a related field.
- MBA/MS preferred but not required.
- 2+ years of IT or related experience.

### Benefits:

- Competitive salary based on experience and qualifications.
- Health, and dental benefits included.
- 401k
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

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Only local candidates need apply.

*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*