Technical Support Specialist

The Opportunity

The Technical Support Specialist is responsible for the day-to-day tasks that vary depending on the needs of the users or systems on a given day. You will also respond to queries, run diagnostic programs, isolate problems, and implement solutions.

The Technical Support Specialist will also manage third-party vendors and will partner with our Manage Service Provider (MSP) to ensure we are providing technical assistance and support to staff with computer systems, hardware, or software issues.

Responsibilities

- Monitor and respond quickly to incoming requests related to IT issues
- Maintain computer systems and act as support if any system goes down
- Maintain user equipment, including upgrades and configuration as needed
- Assist with onboarding/offboarding of users
- Manage inventory of all equipment, software, and phones
- Install, configure, and upgrade operating systems
- Provide on-call support and weekend coverage based on business requirements
- Provide backup technical support for data management systems such as Qualtrics, Salesforce, and Form Assembly

Qualifications

- Commitment to the mission and goals of CDCLI
- A BS/BA degree in computer science, engineering, or related field and 3+ years of experience
- General awareness of computer systems, equipment repair, and network management
- Resourcefulness and quick-thinking nature to troubleshoot new and critical technical issues; as they arise.
- Ability to deploy, configure, and support operating systems on laptops/desktops and mobile devices
- Excellent desktop/laptop technologies and common fault-finding techniques
- Strong knowledge of the current Microsoft Office suites
- Understanding and appreciation for information security within systems and user devices
- Excellent problem-solving and multitasking skills
- Strong drive to provide excellent customer service and experience, with an awareness of prioritization of tasks, and time