



JOB TITLE: Technical Support Specialist

JOB SUMMARY: The Technical Support Specialist's role is to ensure proper computer operations in order to enable end users to accomplish organizational tasks.

MAJOR DUTIES AND RESPONSIBILITIES

Field incoming help requests from end users via both telephone and work orders in a timely and courteous manner

Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue

Build rapport and elicit problem details from customers in order to develop and execute solutions

Record, track, and document request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution

Apply diagnostic utilities to aid in troubleshooting.

Access software updates, drivers, knowledge bases, and frequently asked question resources in order to aid in problem resolution

Identify and learn appropriate software and hardware used and supported by the organization

Perform hands-on fixes at the desktop level, including installation and upgrading software, implementing file backups, and configuring systems and applications

Perform post-resolution follow-ups to help requests.

Perform other duties as requested by supervisor.

REQUIRED and PREFERRED QUALIFICATIONS

Skills/Abilities and Knowledge

Ability to read, write and speak the English language to communicate with employees, customers, suppliers, in person, on the phone, and by written communications in a clear, straight-forward, and professional manner

Ability to lift up to 25 lbs

Ability to reach with hands and arms, to bend, to talk and hear, and to read and use a computer

Ability to use, handle, and manipulate objects such as paper, pencils, keyboards, and mouse Ability to maintain confidentiality of information

Vision ability close vision, peripheral vision, and ability to adjust focus

Ability to prioritize and organize effectively

Ability to work independently

Ability to show judgment and initiative and to accomplish job duties

Ability to work while seated for prolonged periods of time



Knowledge of basic computer hardware
Experience with desktop operating systems including Windows 10 and Max OS X
Experience with a wide array of diagnostic utilities
Strong documentation skills

Related Work Experience

Number Of Years

Application Support Experience
HelpDesk Experience

3
3

Education

Bachelor's Degree in related field highly preferred
Associate's degree required

WORKING CONDITIONS

Office Environment

EOE Race/Sex/Vet/Disability

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Alexium is committed to diversity, and values the ways in which we are different.