**JOB DESCRIPTION FORM**

**JOB NUMBER**

**IT-01**

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| --- | --- | --- | --- |
| Job Title | Information Technology Desktop Support Specialist | Reports To | Information Technology Manager |
| Department | IT | FLSA Status | Exempt |
| Location | Lakewood Ranch, FL. | Date Developed | November 1, 2023 |

**DUTIES AND RESPONSIBILITIES**

*(Bulleted list of statements describing essential tasks, duties and scope of responsibility)*

* Serves as first point of contact for the Help Desk Team and provides technical support to employees, assisting with hardware and software issues via phone, email, and chat.
* Create and maintain comprehensive documentation for IT systems, configurations, and processes.
* Manage and prioritize help desk ticket queues, ensuring all requests are addressed in a timely and effective manner.
* Responsible for studying their employer’s current computer system, identifying areas that need improvements or overhauls and implementing these changes.
* Configure and deploy equipment for new hires (laptops, desktops, iPhones etc.) and conduct IT new hire orientation.
* Decommission exiting employee’s computer equipment.
* Contribute to the continuous improvement of the help desk process.
* Manage Electronic Data Interchange of business information with suppliers.
* Keep record of problems and their resolution
* Organize and file documentation pertaining to warranties and instructional guides for computer hardware.
* Travel 1 – 3 times a year to our other facilities in Wisconsin and Florida.
* Meet requested SLA time frames.
* Evaluate applications and software patches for desktop applications to see if they will solve desktop issues.
* Support IT Department in the changes and maintenance of the company ERP NetSuite.

**SUPERVISORY RESPONSIBILITIES**

*(The scope of the individual’s authority, including a list of jobs that report to the incumbent)*

None

**FINANCIAL/GOVERNANCE ACCOUNTABILITY**

*(e.g. Management committee member; Budget holder; Head of cost center/department; Purchase order approval; Control signature; check signature; none)*

None

**QUALIFICATIONS**

*(Minimum required credentials)*

|  |  |
| --- | --- |
| **EDUCATION** | * Bachelor’s degree in information technology or a relevant field. Industry certification in relevant computer languages or software.
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| **EXPERIENCE** | * 2+ years of proven experience in a heavy customer focus position involving technical knowledge of companies’ products and services.
* Excellent decision-making, time management and problem-solving skills.
* Adaptable and flexible in a fast-changing industry and work environment.
* Ability to be able to handle customer feedback on IT services.
* Excellent communication and interpersonal skills.
* Experience in desktop hardware/ software configuration in an enterprise environment.
* Working knowledge of Microsoft services and tools such as O365, Azure, SharePoint, OneDrive, and Active Directory.
* In-depth knowledge of Mobile device management (JAMF/ Intune).
* Extensive experience working with different operating systems including Windows and Mac.
* Ability to handle projects efficiently and effectively.
* Proven ability to multi-task, effectively determine priorities, and meet SLAs.
* Experience working with a remote workforce in multiple locations is a must.
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**PHYSICAL DEMANDS**

*(The physical demand characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

Sitting for long periods of time. Long hours of computer work. Some car and air travel required.

**WORKING CONDITIONS**

*(The laboratory, manufacturing or office environment in which the job is performed with special consideration to health/safety)*

Typical office environment. Occasional visits to a warehouse or manufacturing environment.

**SAFETY RESPONSIBILITIES**

*(Tier 1-Employee, Tier-2 Management, Tier 3- Leadership, Tier 4- Human Resources, Tier 5- Safety Committee)*

Tier 1 – Employee

**GENERAL SIGN OFF**

*(Employee is expected to adhere to all company policies and act as a role model to company values)*

I have read and understand this job description.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date |  |

Note: This description is not intended to be construed as an exhaustive list of duties, responsibilities or requirement for the position. This position may change at any time and the employee may be requested to perform different or additional duties as assigned.