

# Innovative Services NW Job Description

## Job Title: IT Support Specialist



**CLASSIFICATION:** 01

**HOURLY/SALARY RANGE:** \$16.00-18.00/hr

**REPORTS TO:** IT SYSTEMS AND DATABASE ADMINISTRATOR

**EFFECTIVE DATE:**

**SUMMARY:** Innovative Services NW is currently seeking a half-time (20hrs) IT Support Specialist to serve as the first line of response for day-to-day IT support requests from internal users of varying backgrounds and experience levels and assist the IT Systems and Database Administrator. Successful candidates will be able to approach problems creatively and efficiently while keeping a strong focus on user support. This job is on-site and in-person but will provide support to users who may be working remotely.

### **ESSENTIAL FUNCTIONS:**

1. Tier 1 general IT support including hardware, software, mobile devices, networking, printers, user accounts, office equipment, and teleconferencing equipment.
2. Respond to and support internal users working on-site and remotely through tickets, email, phone, direct messaging, and in-person.
3. Use internal ticketing system to track issues, respond to requests, document steps taken, track time spent, and escalate issues to IT Systems and Database Administrator when appropriate.
4. Install, maintain, and troubleshoot common office equipment including desktops, laptops, printers, projectors, webcams, desk/IP phones.
5. Maintain accurate inventory records of IT assets including location and user assignments.
6. Apply and enforce security compliance regulations including HIPAA and local contract requirements
7. Assist IT Systems and Database Administrator with larger projects, other duties as necessary
8. Recommend procedure modifications or improvements as appropriate

### **REQUIRED EDUCATION, CERTIFICATION(S), COMPETENCIES AND EXPERIENCE**

1. Effective interpersonal communication and customer service skills both verbally and in writing with an ability to communicate step-based instructions.
2. Working knowledge and familiarity with office productivity software (Microsoft 365), databases, networking, computer hardware, mobile devices, and other tech products.
3. Ability to adapt to new and evolving systems, software, and processes
4. Strong critical thinking and problem-solving skills with an ability to analyze, diagnose, problem-solve and resolve technical issues using all available resources.
5. Understand, apply, and adhere to security policies and procedures including HIPAA
6. Effectively prioritize and manage multiple projects and requests simultaneously
7. Ability to work independently and within a team environment
8. Attention to detail and ability to keep accurate records
9. Ability to work independently and within a team environment
10. Must be able to work on-site in an office setting and abide by current safety protocols and procedures
11. Must be able to pass a criminal background check

**AN EQUAL OPPORTUNITY EMPLOYER**