



Murphy-Harpst

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

POSITION DETAILS

- Status: Non-Exempt, Hourly, Full-Time.
- 1-2 Work from home days a week. Some flexibility in scheduling.
- Department: Administration.
- Reports To: Network Administrator
- Office hours are 9-5, Monday – Friday.

RESPONSIBILITIES

- Respond quickly to support calls and help desk tickets in a competent, professional manner.
- Provide technical assistance in the use of standard supported software. Clearly document solutions in trouble tickets.
- Develop forms using HTML, JavaScript, and SQL for our FamCare CMS.
- Manage user access.
- Desktop and laptop setup/installation.
- Inventory tracking of hardware, toner, parts, and supplies.
- Systems updates: phone system changes, camera footage backup.
- Consult with software and hardware vendors to solve problems impeding computer processing.
- Diagnose and resolve problems associated with office productivity software, network connectivity, printing, email, and application programs.

QUALIFICATIONS

- Minimum High School Diploma or GED or relevant work experience.
- Experience in HTML, JavaScript, SQL.
- Proficiency with Windows server, Windows 11 and earlier versions, and MS Office / Office 365.
- Strong customer service orientation.
- Excellent communication skills, both oral and written, in English.
- Must be at least 21 years old and possess a valid driver's license.
- Certification in A+/NET or MCP/MCDST preferred.
- Experience with NEC equipment, Security Cameras, and DVRs preferred.