

Support Specialist

Midwest Computech, a trusted community information technology business is looking for an energetic team player, detail oriented Support Specialist who is enthusiastic about working for Midwest Computech. The Support Specialist is responsible for knowledge of computers, software, networking, wiring/cabling, and enterprise computing environment. Also, the Support Specialist must have the ability to identify and define user enterprise network needs. The ability to plan, organize and coordinate work assignments. While being able to establish and maintain effective working relationships, and communication effectively verbally and in writing. The Support Specialist reports directly to the Operations Manager. The Support Specialist may have other duties assigned that are not listed below.

Responsibilities

- Connecting and setting up hardware. Installing work stations.
- Loading all necessary software.
- Providing network access and connectivity to the staff.
- Monitoring security.
- Installing and maintaining passwords.
- Advising staff about any security breach such as change in password.
- Ensuring that lock out programs are installed.
- Maintaining IP addresses.
- Researching both current and potential services and resources.
- Making recommendations about the purchase of resources.
- Identifying and preparing hardware for safe disposal.
- Able to install cabling and network connectivity and switching.
- Firewall management. Account management. Print server management.
- Back-up system management.
- Knowledge of printers and setup.
- Be able to solve connectivity issues.

Physical Demands

- Ability to lift up to 50 pounds
- Ability to bend, squat and lift frequently

Preferred Experience and Skills

- An associate's degree in the field of technology or a bachelor's degree from an accredited college or university.
- Two years of experience in an Information Technology position.
- Successfully completed the CompTIA A+ examination or Microsoft 70-681 certification, CompTIA Network+.

Benefits

- Medical Insurance
- PTO & paid holidays
- Employee life insurance
- 401(k)