



Technology Support Specialist

The Technology Support Specialist will provide technical support to end-users, fix equipment, update software, set up new devices, maintain inventory records, and assist senior members of the department performing various department related tasks.

Key Responsibilities

- Set up equipment for client use, performing or ensuring proper installation of hardware, cables, operating systems, and/or appropriate software.
- Answer user inquiries regarding computer software or hardware operation to resolve problems via a help desk system.
- Perform repairs to computer hardware and peripheral equipment, following installation specifications.
- Provide technical support for various hardware, including printers, MFPs, phones, projectors, digital whiteboards, displays, and other miscellaneous hardware.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Re-image or enroll computers, assemble computer carts, labs, and other miscellaneous hardware.
- Manage mobile devices, deploy apps, and perform system maintenance and updates using an MDM system.
- Develop training materials, procedures, and train users in the proper use of hardware and software.
- Create scripts to automate routine processes at the desktop level.
- Create and maintain inventory of all equipment and software.
- Maintain record of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Refer major hardware/software problems and defective products to vendors or supervisor.
- All other duties as assigned by Supervisor.

Experience & Skills Required:

- Minimum of 2 years in a related technology position
- Strong ability to learn, take direction, and apply advances in technology.
- Strong interpersonal skills and ability to work closely with clients and colleagues to resolve issues.
- Ability to quickly diagnose and repair problems with a variety of computer, tablet, and peripheral hardware.
- Strong understanding of computer image deployment techniques and applications preferred.
- Understanding of networking protocols, including TCIP/IP, DHCP, and DNS is preferred.
- Must be willing to climb ladders and work off elevated surfaces.
- Must be able to lift 50 lb.
- Must have a valid PA Driver's License and be willing to use a personal vehicle.
- FBI, State Police, and Child abuse clearances required.