



IT SUPPORT SPECIALIST

ESSENTIAL JOB DUTIES:

- Provide technical assistance for computers, printers, headsets, and company software for company employees through Slack (instant messaging), YouTrack (ticketing), as well as on the phone.
- Monitor our Technical Support channel in Slack during business hours.
- Create employee accounts during the onboarding process and remove access when employees leave the company.
- Resolve any technical issues with networks at AmeriGlide's 3 main offices.
- Edit our internal Wiki to help employees begin to troubleshoot their own issues before reporting them to IT.
- Create helpful documentation to assist employees with instructions on how to do certain work tasks.
- Send periodic emails to all staff to keep them informed of things they need to know or changes to IT functions.
- Assist with updating product information, as needed, and maintaining consistency for all changes.
- Keep track of all of our equipment and maintenance.
- Set up new computers and equipment and install software.

JOB TYPE: Part Time

SALARY:

- Salary will be calculated based on previous experience, relevant skills, and education level.

EDUCATION:

- High School Diploma or equivalent.
- Technical Associate's Degree or Bachelor's Degree in a related field preferred.

EXPERIENCE:

- At least 2 years experience with IT Support.

TRAVEL: none**WORK LOCATION:**

- Mostly remote for the Raleigh, NC office

ESSENTIAL SKILLS:

- Solid IT-related troubleshooting abilities.
- Fluent in English.
- Very good organization skills will be very helpful.
- Knowledge of Windows, knowledge of Mac OS or other operating systems would be a bonus.
- Good interpersonal skills. We have to talk to other employees often and it's important to maintain a professional attitude.
- Great communication skills to collaborate between different departments.
- Utilization of Google docs, sheets, and other online documentation tools.