

# Information Technology (IT) Specialist

Posted: April 17, 2025

Full Time

Location: St. Michaels, AZ

Job Details - Closing Date: Open Until Filled

**\*\*Applicant must have a valid, unrestricted insurable Driver's License\*\***

**\*\*Application, Resume and References are required\*\***

## ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Diagnoses and troubleshooting to resolve problems (repair and/or replace, debugging, etc.)
- Assist with Help Desk tickets, work with the customers in a professional manner.
- Effective communication skills for interacting with technical and non-technical users.
- Set up workstations with computers and necessary peripheral devices (routers, printers, call manager, VOIP System, users in office 365, and other applications, etc.)
- Check computer hardware (HDD, mouses, keyboards, etc.) to ensure functionality for each user
- Perform updates, maintenance and repair on all hardware as necessary and work closely with service vendors to ensure continuity of service
- Install new software and hardware components according to specification, including setting up users in office 365, creating users in active directory and adding computers to domain.
- Manage user accounts, permissions, and access rights.
- Maintain record/logs of repairs, fixes, and maintenance schedule, including managing hardware and software inventory.
- Develop, implement and maintain backup and recovery plans to ensure data integrity and business continuity.
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Organize and schedule upgrades and maintenance without deterring others from completing their work
- Maintaining computer networks and systems including software, servers, VPNs, routers and other physical hardware
- Regularly maintaining network infrastructure, resolving issues, and providing technical support to users
- Ensure security and privacy of networks and computer systems
- Identify and implement new technologies and strategies to improve system performance and efficiency.
- Assist in maintaining company websites and internal intranet websites
- Assist in developing and implementing policies and procedures
- Be "on-call" for all periods assigned by IT Manager
- Respond to telephone calls, email, MS Teams messaging and, personnel request for technical support
- Works closely with the IT Manager and other IT systems staff to ensure assigned tasks are completed and on schedule
- Stay abreast of the latest developments in IT technology
- Maintain detailed documentation of system/network configurations, procedures, and troubleshooting steps.
- Perform other assigned duties

## MINIMUM MANDATORY QUALIFICATIONS

### Experience:

- 3-5 years related experience and/or training; or equivalent combination of education and experience.

### Education:

- Associate's degree from an accredited college/university.
- A+ or Network Plus Certification in conjunction with experience is acceptable.

### Mandatory Knowledge, Skills, Abilities, and Other Qualifications:

- Excellent Customer Service skills
- Working knowledge of Microsoft Office Products, Office 365, Active Directory, DHCP, Microsoft Azure, Call Manager, Word Press, Windows 10/11/Server, Linux, Security products, and various desktop products
- Understanding of networking protocols and technologies (TCP/IP, DNS and Windows Internetworking)
- Excellent diagnostic and problem-solving skills
- Excellent communication and documentation Skills
- Outstanding organizational and time-management skills
- In depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles
- The following skills would be a plus:
  - a. Understanding of Microsoft Active Directory, Cisco firewall/Routers/switches
  - b. Working knowledge of switch and router configuration
  - c. Working knowledge of WAN technologies
  - d. Ability to run data cables