

## SALARIED EMPLOYMENT OPPORTUNITY

**POSITION:** Computer Support Specialist  
Non-Exempt - Hastings Category 13

Reporting to the Desktop Support Manager, the Computer Support Specialist is responsible for investigating and resolving computer software and hardware problems. They must answer inquiries via digital communication, telephone, or in person. Support the use of computer hardware and software, including printing, scanning, word processing, electronic mail, network connectivity, mobile phones, and desktop operating systems. The Computer Support Specialist should also provide technical assistance and training to computer system users. This could also include, but is not limited to:

- Assists computer users by fielding questions directly and monitoring the help desk, and if necessary, troubleshooting the issue and correcting it if possible. Problem escalation can occur if immediate resolution is not found. Must follow up and communication resolution and verify success with the user.
- Responsible for establishing and maintaining user information in Active Directory as well as Exchange.
- Responsible for PC hardware and software installation, license tracking, and printer installation. Coordinating with outside contractors for wiring installation.
- Responsible for calling for service and coordinating the repair of PC's and laptops.
- Responsible for coordinating the installation of data drops with wiring contractors.
- Responsible for coordinating the troubleshooting of printers and Multi-Function Printers (MFP's).
- Reviews of specifies PC related hardware and software purchase requisitions including requesting the quote from the supplier and internal follow through.

### QUALIFICATIONS:

- Must be pursuing an associate degree in Computer Science or the equivalent.
- Must have one to two years of computer support experience supporting users on PC's with Windows7/10 experiences.
- Ability to communicate well both in writing and verbally with a wide range of internal and external contacts.

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