



Dairy Products, Inc.

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### ***Job Description***

**Job Title:** IT Support Specialist      **Department:** I.T.      **Updated On:** 05/20/2019

**Reports To:** MIS Director      **Wages:** Hourly      **Job Status:** Full Time/Permanent

#### **Description:**

The candidate for this position will provide maintenance of the computer environment by resolving problems, install hardware and software, order and maintain inventory of computer equipment, and provide general support to end users.

#### **Essential Duties and Responsibilities:**

- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to I.T. requests
- Document internal I.T. procedures
- Assist with new user setups
- Maintain inventory of all equipment, software, and software licenses
- Monitor daily backups
- Maintain company cell phones

#### **Knowledge, Skills, and Abilities:**

- Self-motivated with attention to detail
- Must have excellent communication skills with the ability to work in a team environment
- Well-developed analytical and problem-solving skills
- Good organization and prioritization skills

#### **Education/Experience:**

- College coursework in Computer Science Information Systems or a related field.