



**Job Title: Computer Support Specialist (junior)**

**Division: MSP**

**Reports to: Support team lead**

**Prepared by: Art Hand**

**Approved by:**

**Approval Date:**

#### **SUMMARY**

Computer support specialists provide help and advice to computer users and organizations. Installs, configures, and troubleshoots computer systems and associated assemblies by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Performs computer hardware and software troubleshooting to isolate and diagnose common problems.

Upgrades computer hardware and software components as required. Installs, upgrades, and configures network printing, directory structures, rights, security, and software on PCs and network servers and cloud services.

Provides users with technical support.

Responds to the needs and questions of users concerning their computer operations and access of resources on the network.

Establishes network users, user environment, directories, and security for networks being installed.

Manage time and effectively document systems and actions or activities upon them.

#### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

College or university program certificate; one or more years related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Certified Microsoft Professional  
HP Authorized Service Person  
A+ or similar  
Security+ or similar  
Community College or trade program certificate in a related field

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit, climb or balance. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk and sit. The employee is

occasionally required to stand; use hands to finger, handle, or feel; and reach with hands and arms.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.