

IT Support Specialist Job Description

- Regularly providing maintenance to existing hardware and computer systems
- Installing and configuring new technology to be implemented by the company, such as hardware, operative systems, and programs or applications
- Carrying out findings and gathering and writing reports on the status of all software and hardware in the organization
- Carrying out diagnostics on malfunctioning hardware or software
- Executing security checks on all systems
- Managing all phases of assigned projects, and assisting other staff with assigned projects as required
- Taking part in a variety of meetings, training sessions, and seminars as required
- Administering data by overseeing the organization's data, including client information and customer information
- Troubleshooting common IT problems
- Offering assistance to computer system users which may be with hardware or software
- Maintaining and upgrading systems by ensuring that current systems are updated and running smoothly.