

IT Support Specialist

Location: Moscow, Idaho

Hours: Full-time 40 hours

Pay: DOE

Responsibilities: The major responsibility is to provide our staff with superior customer service in regard to their IT needs.

Software/Technical Skills:

- 2 years minimum full-time experience providing tech support
- Office 365
- In depth knowledge and usage of Windows operating systems/ Windows Server operation
- Knowledge of cloud based solutions (Currently using Microsoft SharePoint and Azure)
- TCP/IP, Routers, WAPs, Wireless, and other networking devices
- Website design and maintenance (Currently using Wordpress)

Duties:

- Will apply skills described above in resolving client's issues
- Troubleshoot software
- Software upgrades and installation
- Troubleshoot hardware & network issues
- PC Imaging and configuration
- Troubleshoot and set up peripherals
- Resolving end users problems
- Communicate with vendors for warranty and troubleshooting issues
- Knowledge of basic Windows Active Directory administration functions
- Physical capabilities to perform repairs including but not limited to crouching, climbing ladders, overhead installations
- Lift and carry up to 50 pounds
- Ability to work occasional evenings and weekends.
- Troubleshoot user requests utilizing Help Desk software to track issues.

Qualifications: Bachelor's degree in computer science, or pursuit of a degree in computer science, or related field.

- 2 or more years of experience in an IT environment.

Anticipated start date: ASAP

Application: Please email a cover letter and complete resume to:

email: egriffith@ecoanalysts.com

Ed Griffith

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