



## IT Support Specialist

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### Job Summary:

KWA is looking for a highly motivated IT Support Specialist who enjoys working in a progressive-minded value-driven organization. The IT Support Specialist primarily maintains and manages our software, hardware, and desktop infrastructure. The role requires an ability to diagnose and resolve problems quickly and have the aptitude to communicate with a variety of interdisciplinary teams and users. The primary goal will be to assist the IT manager to ensure that the firm's technology infrastructure runs smoothly and efficiently.

### Primary Responsibilities:

- Provides support for implementation, troubleshooting, and maintenance of Information Technology (IT) systems
- Maintain Firm's hardware and software asset lists
- Administer user account modification
- Install and configure software and hardware in a primarily Microsoft Windows environment
- Support Firm's VoIP phone system
- Administer and support Office 365
- Maintain a constant level of support to all offices
- Assist with incoming tickets for company IT help desk
- Review IT status logs and take corrective action
- Exhibit excellent organizational skills
- Performs other incidental and related duties as required and assigned
- Maintain regular and consistent attendance at Firm worksite

### Qualifications and Requirements:

- **Education:** High school or equivalent
- **Experience:** 0-3 Years Helpdesk Experience
- **Computer Skills:** Experience with Active Directory, knowledge of TCP/IP stack, Experience with Office 365
- **Travel:** Less than 5% of the time

*Great work environment and attractive benefits package including health, dental, vision, disability, and life insurance, 401(k) Plan, paid holidays and generous paid time off (PTO) policy.*

***KWA IS AN EQUAL OPPORTUNITY EMPLOYER:*** Applicants are considered for positions without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, veteran status, or any other consideration made unlawful by applicable federal, state or local law.