

JOB DESCRIPTION

Title: IT Support Specialist

Company: BizTech IT Solutions

Location: Hamilton, NZ

Job Summary:

Looking for an IT Support Specialist to manage troubleshooting, helpdesk, and technical escalations for a diverse client base. Key duties include diagnosing hardware/software/network issues, implementing system updates, and ensuring high customer satisfaction.

Requirements:

- Proven IT support/troubleshooting experience
- Strong knowledge of networking, hardware, and software installation
- Data backup/recovery
- Ticketing tools (JIRA, ServiceNow)
- Excellent communication and problem-solving skills
- Ability to work independently and in teams

Bonus: Experience with enterprise security, scripting (Python, Bash), and cloud environments.