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Technical Support Specialist

Brooksource • 📍 Jacksonville, Florida Area
Posted 4 weeks ago •63 applicants

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IT Support Specialist (Windows 10 Deployment)
Contract-to-Hire

As an IT Support Technician, you will provide a single point of contact for end-users to receive support and maintenance for their Windows 10 devices. Our health insurance client is undergoing an enterprise migration from Windows 7 to Windows 10, encompassing over 15,000 end users. You will be responsible for working closely with the end users, project manager and other support technicians to ensure the migration is accomplished and post-upgrade support is provided.

Job Description
- Responsible for providing phone and desk side support for Windows 10 devices, including troubleshooting and resolving issues, developing procedures, and documentation.
- Handle complex, non-routine and escalated systems administration tickets and tasks
- Develop and maintain operational processes and procedures
- Assist other IT areas supporting issues on infrastructure devices
- Troubleshoot and repair hardware and software issues according to documented procedures
- Ensure accurate asset management and tracking
- Strong support in Microsoft Office products (Word, Excel, PowerPoint, Access, etc.)
- Ability to move equipment and files weighing up to 50 lbs. is required as well as the ability to bend/kneel frequently while working with equipment
- Experience with support and understanding of Office 365
- Strong customer service and communication skills
- Self-motivated with the ability to work quickly and independent with minimal supervision
- Work well in a team environment

Minimum Requirements
- Professional experience supporting Windows 10 PCs
- Minimum of 2 years prior work experience in a high-pace desktop support setting
- Experience with Remote Desktop Protocol (RDP)
- A+ or other IT certifications are preferred, but not required
- Exposure to SCCM

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How you match ⓘ
Criteria provided by job poster

Skills
- ✓ Customer Service
- ✓ Technical Support
- ✓ Microsoft Office
- ○ Resolving Issues
- ○ System Center Configuration Manager (SCCM)
- ○ Remote Desktop Protocol (RDP)
- ○ Windows 10
- ○ Office 365
- ○ Remote Desktop
- ○ Desktop Computers

Job Details

Seniority Level
Associate

Industry
Insurance

Employment Type
Full-time

Job Functions
Information Technology

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From   4 Bevan Dr, Kankakee, Illinois 60901

To   4500 Salisbury Rd, Jacks

At   7:00 AM

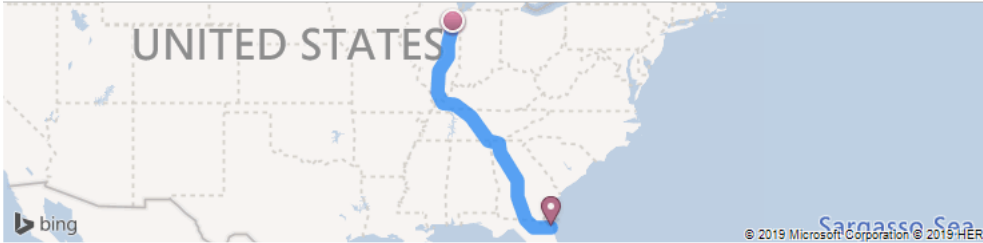🚗 **16 hr 38 min**   🚌 N/A   🚶 N/A

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At Brooksource, our business is people. Relationships are at the center of everything we do. A successful partnership is only as strong as the relationship built. For 18 years, Brooksource has established and maintained relationships with our clients, consultants and internal employees in an effort to create an unparalleled experience.

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