



HUDSON COMMUNITY ENTERPRISES

Position: IT Support Specialist

Department: Information Technology

Location: 68-70 Tuers Avenue Jersey City, NJ 07306

Basic Functions:

In the IT Support Specialist role, you are expected to provide routine guidance for users of the IT system and components via phone, email and computer chat or in-person. You will maintain a deep understanding of IT concepts and stay updated with the latest tech trends. Success in this role will be demonstrated by the quick resolution of trouble tickets, avoiding downtime, and enhancing IT operations. You will ask appropriate questions and use knowledge and resources to diagnose and resolve issues.

Essential Functions:

- Receives and processes user tickets requests regarding hardware, software and networking issues
- Resolves computer problems and system errors
- Sets up and configures new computer and internet equipment
- Performs routine inspection of equipment
- Updates computer software and operating systems
- Guides and assists in computer-related concerns, remotely or physically.
- Conducts remote troubleshooting; testing alternative pathways until issue is resolved
- Customizes desktop applications to meet user needs
- Records technical issues and solutions in logs
- Directs unresolved issues to the next level of support personnel
- Follow up with clients to ensure system functionality
- Reports customer feedback and potential product requests and suggestions
- Assists in creation of technical documentation and user manuals

Employee Qualifications:

- Bachelor's degree in Computer Science or related field
- Prior experience in desktop support technician or similar role preferred
- Proficient in MS Office 365 Suite and IT-related applications with Windows and light Mac OS environments
- Working knowledge of office automation products and computer peripherals, such printers and scanners
- Experience with Digitech Systems software products and knowledge of production scanning equipment (Canon, Kodak) preferred.
- Knowledge of network security practices and anti-virus programs
- Effective time-management skills
- Careful, precise, thorough work ethic with high personal integrity
- Exceptional customer service, Interpersonal abilities, and coordination skills.
- Ability to work with a diverse population while maintaining an inclusive mindset
- Excellent problem-solving and multitasking skills

To apply send resume to: iostrovsky@hce.works

Position is Full- Time Benefits offered: 401k Match, Medical, Dental, Vision, Flex Spending, Commuter Benefits