



Open Position:

IT Support Specialist

Title: 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 HCE employees/clients in the IT realm via phone support, email, chat or in-person. You will maintain an understanding of the infrastructure and stay updated with trends that may be implemented to improve the quality of employee's IT experience. Success in this role will be demonstrated by the quick resolution of trouble tickets, avoiding downtime, and enhancing IT operations. Asking appropriate questions, troubleshooting, and research skills will be necessary to diagnose and resolve issues. Delicate hardware repairs will be required from time to time.

ESSENTIAL FUNCTIONS:

The following functions of the job include, but are not limited to:

- Receives and processes trouble tickets/requests for hardware, software and other issues
- Create user accounts/reset user passwords in Active Directory/Microsoft 365
- Setup/provision VoIP phone equipment
- Setup/configure mobile devices (phones/tablets)
- Sets up and configures new computer and internet equipment
- Performs routine inspection of equipment
- Updates computer software and operating systems
- Repair/replace delicate hardware parts for desktops, laptops, and document scanners
- Able to have clear communication to explain, guide, and assist users with IT concerns
- Conducts remote troubleshooting; testing alternative pathways until issue is resolved
- Customizes desktop applications to meet user needs
- Records technical issues and solutions in tickets/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 (preferred)
- 1-year minimum experience in desktop support or similar role (required)
- Proficient in MS Office suites and IT-related applications with Windows and light MacOS
- Experience with installing/repairing document scanners (desktop-scale or high-speed) (preferred)

*To apply, email your resume to Iostrovsky@hce.works
Position is Full-time, 401K, 401K Match, Medical, Vision, Dental,
Life Insurance, Flexible Spending Account, Commuter Benefits
Shift days: Monday-Friday 8AM - 4PM*



- Experience with Digitech Systems PaperVision Capture vendor software products (preferred)
- Knowledge of network security practices and anti-virus programs
- Effective time-management skills and a level of curiosity relating to the IT field
- Careful, precise, thorough work ethic with high personal integrity
- Exceptional customer service, interpersonal abilities, and clear communication
- Ability to work with a diverse population while maintaining an inclusive mindset
- Excellent problem-solving methodology and multitasking skills

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