

IT Support Specialist

Description

A-LIGN is looking for a part time IT Support Specialist for its Tampa, FL office starting no later than May 8, 2017. The IT Support Specialist will be responsible for day to day support of all IT issues for A-LIGN employees. This is including, but not limited to:

- Setting up computers
- Troubleshooting basic IT issues
- Provide thoughts on areas of improvement within the IT department

What It Takes to Do this Job

- High degree of self-motivation
- Excellent organizational skills
- Outstanding communication skills
- Must be able to work in fast-paced environment to meet deadlines

Duties & Responsibilities

- Provides support to end users on a variety of user issues.
- Identifies, researches, and resolves technical problems.
- Responds to telephone calls, email and personnel requests for technical support.
- Documents, tracks, and monitors the problem to ensure a timely resolution.
- Simulates or recreates user problems to resolve operating difficulties.
- Recommends systems modifications to reduce user problems
- Review internal policies and procedures for gaps.
- Configure, Set Up, Wipe and Re-purpose computers for internal employees during onboarding and offboarding.

Minimum Qualifications

- 1 year experience working in an IT department
- Basic knowledge of Windows Operating systems
- Basic understanding of Microsoft Office 365 and Azure AD tools and technologies
- Basic understanding of cloud environments including: AWS and Azure AD

Compensation

- \$10-\$12 per hour

Our Values

At A-LIGN, our Big Vision is to relentlessly exceed expectations through extraordinary people, innovative technology, and unwavering dedication to our people and the clients that we serve. Our unique values: be “all in,” commit to quality, innovate constantly and do the right thing, always, set us apart from those that simply strive to meet your expectations. We work where dedication and quality meet. We’re all in, are you?