



## IT Support Technician

### Job Scope

The IT Support Technician is the first tier of support for the FSG Support Desk. The IT Support Desk Technician plays a crucial role in providing excellent customer service and technical support to FSG Employees. They will be responsible for assisting senior IT personnel with troubleshooting and resolving hardware, software, and network issues and assisting with various IT-related tasks.

### Responsibilities

- **Technical Support:** Provide first-line technical support and assistance to end-users via various communication channels, including phone, email, and in-person.  
**Troubleshooting:** Diagnose and resolve hardware, software, and network problems in a timely and efficient manner.  
**Incident Management:** Log and track support tickets using a ticketing system, ensuring accurate and detailed documentation of each case's progress and resolution.  
**Software Installation and Configuration:** Assist in the installation, setup, and configuration of software applications on end-user devices.  
**Hardware Maintenance:** Support and maintain computer hardware, printers, and other peripherals, ensuring they are in good working condition.  
**User Account Management:** Assist in creating and managing user accounts, access permissions, and passwords.  
**System Updates and Patching:** Help with applying software updates, security patches, and system upgrades to maintain a secure and up-to-date IT environment.  
**Network Connectivity:** Troubleshoot network connectivity issues, both wired and wireless, and collaborate with the network team for advanced troubleshooting when necessary.  
**Hardware and Software Inventory:** Keep track of IT assets, maintain accurate inventory records, and coordinate with procurement for new equipment when needed.  
**Documentation:** Contribute to the creation and maintenance of IT documentation, including standard operating procedures and knowledge base articles.  
**User Training:** Assist in providing basic IT training and orientation for new employees on IT policies and procedures.  
**Ad-Hoc Support:** Assist the IT team with various projects and tasks as assigned.

### Requirements

- **Education:** High school diploma or equivalent. Technical certifications or a degree in IT or related fields is a plus.  
**Technical Skills:** Basic knowledge of computer hardware, operating systems, and common software applications.

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.



**Customer Service:** Strong customer service orientation with good communication skills to interact effectively with end-users, both in person and remotely.

**Problem-Solving:** Ability to analyze and troubleshoot technical issues systematically and logically.

**Team Player:** Willingness to work collaboratively in a team-oriented environment.

**Adaptability:** Capacity to learn quickly and adapt to changing technologies and procedures.

**Time Management:** Ability to prioritize and manage multiple tasks effectively with attention to detail.

**Professionalism:** Maintain a positive and professional demeanor when dealing with end-users and colleagues.

**Flexibility:** Willingness to work occasional evenings or weekends for scheduled maintenance or critical issues.

**Previous Experience:** While prior experience is not mandatory, any previous IT support-related experience or internships will be considered an advantage.

**Travel:** This position may involve occasional travel to other locations for on-site support.

**Relationships:** The IT Support Desk Technician will work closely with other members of the IT team, reporting to the IT Support Desk Manager