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Support Specialist 3

The Support Specialist 3 works under general supervision with greater latitude for exercising independent judgment. This position provides help desk telephone support to users as well as desktop hardware, software and related equipment installations, upgrades, moves, changes and troubleshooting. You may also serve as a resource person to others in Information Technology and perform related functions as required.

The successful candidate will follow established task sequences and prioritize daily tasks within the established routines, act as a point of reference to junior staff by answering questions and demonstrating work methods and procedures, and use resources responsibly. You will also be required to provide explanations, answer inquiries, and ask questions; understand capabilities of infrastructure and tools that have been implemented to meet specific client business needs; and be able to think logically and analytically in a problem solving environment. Furthermore, you must have the ability to perform under pressure and meet deadlines established according to corporate priorities as well as demonstrate specialist skills and knowledge of particular programming tools and languages, or technical procedures.

The successful candidate will have a diploma in a directly related field from a recognized institution, or equivalent industry certification, plus 2 years directly related experience; **or** a Bachelor's degree in a directly related field; **or** Technical courses in a the field plus 4 years directly related experience.

This position requires the completion of a satisfactory criminal record check.

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