

# Job Description

Title: IT Support Specialist Cost Ctr: 907  
Work Location: Consett, UK Position Status:  Full-time  
Division & Department: Corporate Services, IT  
Position Reports to: Director, IT

## COMPANY VALUES

All Authentix employees are expected to embrace our Company values in the performance of their respective tasks and duties.

Always with *integrity*.....Authentixians value:

- Dedicating ourselves to our customer's success
- Compete and win with integrity
- Create innovative solutions with science and technology
- Team and collaboration with accountability

## JOB SUMMARY

The IT Support Specialist will own and manage all support tickets and meet or exceed all objectives and deliver a world-class experience to Authentix personnel. Responsibilities ranging from good quality stable and available services to helpdesk needs and key support requirements. The IT Support Specialist will report to the Director of IT and will take direction from Senior Support Staff. The IT Support Specialist will also work closely with all personnel across all departments.

## SUMMARY OF ESSENTIAL JOB FUNCTIONS

The essential elements listed below are representative of the functions that must be performed to satisfactorily fulfill the purpose of this job. Additional functions and duties may be assumed or assigned from time to time.

- Handle daily technical support activities
  - Desktop Support, User Support, Permissions Support, etc.
- Proficient in troubleshooting of Windows 10
- Proficient in troubleshooting of Office applications
  - Word, Excel, Outlook, Power Point, etc.
- Proficient with Printers and Drivers Installations
- Coordinate Support and Deployments Senior IT Staff
  - Windows Updates, Software Deployment, Policy Rollouts
- Install and configure computer hardware, OS Images, and custom software
- Troubleshoot various application issues as well as act as additional support for Senior IT Staff
- Support HR requirements for onboarding/offboarding
- Support workstation and peripheral deployment of equipment, including phones, speakers, etc.
- Strong and Detailed Documentation of Systems or Procedures

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- Ticket History and Solution, HW Assignments, Logs of Changes, etc.
- Updating of IT Asset Inventory
- Support Authentix Users with face-to-face, phone, email, or text to help set up systems or resolve
- Coordinate with Senior Support Staff to get user tickets resolved quickly
- Troubleshoot and collaborate with Senior IT Staff for system, network, hardware, software issues
- Ensure that a high level of support is provided to all internal and external customers
- Prioritize and manage several open cases at one time
- Manage high volume of email correspondence and follow ups
- Weekly / Monthly reporting on Customer Ticketing, IT Assets, etc.
- Support Senior IT Staff with annual IT Projects
- Open and manage tickets with Vendors for outsourced HW support
- Support cross department needs and specialized software support with software vendors
- 1+ year of experience in support and/or Help Desk

Additional skills preferred but not required:

- OneDrive knowledge is a plus but not required
- MS 365 Portal proficiency is a plus but not required
- Technical Training to end users is a plus but not required
- Ability to create How-To videos for internal staff is a plus but not required
- Proficiency with Audio and Visual equipment is a plus but not required
- Experience with Technical Meeting Rooms and a plus but not required

## **ADDITIONAL ABILITIES**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required to satisfactorily perform the essential functions of this job.

- Ability and willingness to adapt to a changing environment and learn new skills
- Ability to communicate technical concepts to both technical and non-technical audiences
- Proven ability to work successfully with limited supervision
- Ability to take direction and collaborate on team projects
- Excellent written and verbal communication skills.
- Comfortable communicating in person and via video conference calls with peers, management, contractors and vendors.
- Strong planning, organizing and prioritizing abilities.
- Proactively seek opportunities to refine and improve processes and service
- Ability to outsource effectively, and manage multiple concurrent projects
- Can offer and support multi-tiered services
- Aptitude for learning new technologies
- Has some general knowledge of efficiency disciplines (Lean, Agile, Scrum, etc)
- Very road knowledge of legacy and emerging information systems
- Must have excellent communications skills

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## WORK REQUIREMENTS

The work environment characteristics are representative of those an employee encounters while performing the job. Authentix is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA), the ADA Amendments of 2008 and all applicable state and local laws concerning disability accommodation. Reasonable accommodations will be provided to individuals with known physical or mental disabilities if such accommodation would not impose an undue hardship on the company, and would enable the individual to apply for, or perform, the essential functions of the position in question.

Environment: Work is performed primarily in a standard [*office/warehouse/lab*] environment. Employees may work under the stress of regular interdepartmental interaction and pressure to meet various deadlines.

Physical: Essential functions require sufficient physical ability and mobility to work in an [*office/warehouse/lab*] setting. While performing the duties of this job, the employee is frequently required to stand and/or sit for prolonged periods of time; must be able to hear and verbally communicate in order to exchange information in person or over the phone; to occasionally stoop, bend, kneel, crouch, reach and twist; to lift, carry, push and/or pull up to 25 pounds of weight; to operate office equipment requiring repetitive hand movement; to occasionally travel to other locations using various modes of private or commercial transportation.

## NOTIFICATION

This Job Description is intended to describe the general nature and level of work being performed by people assigned to this job and is not considered an exhaustive list of all responsibilities, duties and required skills. This Job Description does not constitute an offer of employment. The employment relationship between the Company and its employees is “At-Will” and based on mutual consent. Authentix, Inc. is an Equal Opportunity Employer.

<i>Human Resources use only</i>	
Job Title	IT Support Specialist
Management (Yes / No)	
Status (Exempt / Non-Exempt)	
Date Revised	
HR Approval Signature / Date	
Executive Approval Signature / Date	