



Position Description

Title: IT Support Specialist I
FLSA Status: Exempt
Location: In-Office/ Hybrid
Reports to: IT Manager
Date: 2026

PRIMARY PURPOSE OF THE POSITION:

This position reports to the IT Manager and provides Tier 1 technical support by monitoring and responding to support tickets for internal staff and external customers. The role assists with troubleshooting issues related to hardware, software, networks, and company-sold solutions, ensuring timely resolution and escalation when needed.

SUPERVISION: Directs the activities of, and is accountable for, the results produced by employees in the following positions:

- None

KEY RESPONSIBILITIES: The following statements describe the key responsibilities to be performed by the position. Key responsibilities are those the individual must be able to perform unaided or with the assistance of a reasonable accommodation.

- Monitor and respond to support tickets for internal staff and external customers in a timely manner
- Troubleshoot hardware, software, network, and company-resold application issues
- Install, configure, and maintain workstations, peripherals, and standard business software
- Provide phone, remote, and in-person technical support to users
- Document issues, resolutions, and system updates clearly within the ticketing system
- Escalate complex technical issues to Tier 2 support or vendors as needed
- Assist with user account setup, email support, antivirus tools, and access permissions
- Support deployment of new hardware, software, and system updates
- Coordinate with internal IT staff, vendors, and service providers to resolve issues
- Maintain security best practices when handling systems and customer data
- Provide status updates to users and management on open requests
- Participate in occasional after-hours support when required for upgrades or critical issues

IMS maintains a flexible, collaborative work environment, and this position may assist with additional duties as needed to support staff and customers.

MINIMUM REQUIREMENTS: Following is the requisite education and/or work experience for this position.

- Excellent IT and communication skills
- Ability to work after hours, holidays and weekends, if necessary, to meet deadlines and/or to minimize disruptions to IMS staff or clients when providing upgrades
- Ability to fill multiple roles simultaneously
- Must be flexible within the department to complete a variety of tasks to achieve maximum end-user satisfaction

SUCCESS SKILLS: The following are the skills needed to be successful in this position. Examples: leadership, communication, innovation, conflict management, problem solving, self-starter, etc.

Communicates professionally and effectively, both verbally and in writing, with supervisors, colleagues, and individuals inside and outside the company. Works effectively and relates well with others including supervisors, colleagues, and individuals inside and outside the company. Exhibits a professional manner in dealing with others and works to maintain constructive working relationships. Depended upon to report to work at the scheduled time and seldom absent from work. Completes work in a timely, accurate and thorough manner and is conscientious about assignments. Utilizes analytical skills and possesses ability to follow direction in an environment where a sense of urgency, in terms of maximizing production and minimizing downtime, is present.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position operates in a professional office environment.
- Regularly required to talk and hear, and frequently required to stand; walk; use of hands to manipulate, handle or feel; walking, carrying, reaching, standing, and stooping.
- May require occasional lifting/lowering, pushing, or pulling up to 20 lbs.