



Job Title: IT Support Specialist I (Nonexempt)
Department: Information Technology
Deadline to Apply: Wednesday, January 16, 2019
Salary: \$48,823 - \$54,248
Job Number: 0119-ITITSI-01

About the Job

With moderate supervision, responsible for providing first level Network and Personal Computer (PC) technical assistance, support, and maintenance related to computer systems, hardware, or software. Responds to queries and provides resolution or escalate to next level support.

Responsibilities

Maintains the network helpdesk system. Receives and routes help tickets. Provides responsive and timely first level technical assistance and support for users with all network and PC related problems and questions. Troubleshoots and resolves desktop, laptop, printer, hardware, software and other peripheral device issues. Escalates complex and unresolved help tickets to appropriate next level support.

Performs installation, configuration and upgrades of hardware and software for all desktops, printers and other related equipment.

Maintains daily performance of computer systems and peripherals for users, to include, but not limited to PCs, printers and all related equipment.

Assists in the work of outside vendors and contractors to resolve software and hardware issues and problems.

Prepares and maintains up-to-date documentation of Information Technology procedures, system configuration standards, maintenance and upgrades. Assists with the documentation of software license information and software and hardware inventory.

Assists in establishing user network accounts, user protocol and privileges and maintains all required forms for users.

Provides training to users and documents training procedures.

Assists in inventory for all electronic communication devices. Ensures all electronic communication device equipment is working properly.

Requirements

KNOWLEDGE – Associate Degree/Equivalent in Information Technology, Business, or related discipline. A+ Computer Certification preferred.

Two (2) years' experience in a computer related field working with PC hardware, maintaining and replacing internal parts. Experience in Microsoft office suites, Windows Operating Systems, and various other business related Windows software. Excellent human relations, problem solving, customer service, troubleshooting and communication skills. Must have a valid driver license.

The Ideal Candidate:

Will have thorough knowledge of troubleshooting and resolving desktop, laptop, printer, hardware, software and other peripheral device issues and have an A+ Computer Certification.

How to Apply

For more information on Memphis International Airport please visit our website at www.flymemphis.com and let your career take off. Send application, resume and cover letter to Apply@flymemphis.com. Applications may also be faxed to 901-344-2487 or can be dropped off in person Monday thru Thursday from 8:00AM – 3:00PM at the following address:

***Human Resources
Memphis-Shelby County Airport Authority
2491 Winchester Road, Terminal – A
Memphis, TN 38116***

We are committed to a Drug Free Workplace. All job applicants and employees are subject to drug testing and fingerprint-based criminal history checks.

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