Qualifications and Education Requirements

Job Title:	End User Support Specialist	Job Category:	Network/Administration
Department/Group:	Customer Service	Job Code/ Req#:	EUCS-2024
Location:	Pittsburgh, PA	Travel Required:	Yes
Level/Salary Range:	Negotiable	Position Type:	Full Time
HR Contact:	HRS@vi-haus.com	Date Posted:	12/27/2023
Will Train Applicant(s):	Yes	Posting Expires:	06/01/2024
Job Posted Externally:	https://www.vi-haus.com/careers.html		
Job Posted Internally:	Yes		

Job Description

End User Support Specialist Responsibilities:

Vi-Haus is looking for a skilled end user support specialist to provide fast and effective support to our clients. As a end user support specialist you will be required to respond to support tickets in-person and over the phone. Then assess and diagnose computer hardware and software problems, and implement effective solutions. You may also be required to provide basic computer training, modify hardware systems, install computer peripherals, and perform basic computer maintenance.

You should have advanced knowledge of computer software and hardware systems, excellent diagnostic skills, and personable communication skills. Ultimately, a skilled end user computing specialist provides fast and effective support over the phone and in-person. Some responsibilities include:

- Manage Help Desk tickets in a timely manner.
- Providing support in person, over the phone, or via remote access.
- Diagnosing issues with computer software, peripherals, and hardware.
- Running software diagnostic tools and physically inspecting hardware systems.
- Talking to clients through basic problem-solving processes.
- Installing and upgrading hardware and software systems.
- Following up with clients to ensure all issues are fully resolved.
- Providing basic computer training.
- Writing training manuals

End User Support Specialist Requirements:

- Bachelor's degree in computer science, information technology, or a similar field.
- 3+ years working in a help desk environment.

- Advanced knowledge of computer hardware systems, including circuit boards, memory modules, and processors.
- Knowledge of computer software systems, including databases, office applications, and operating systems.
- Proven ability to support Microsoft Windows 10 / 11 and Microsoft365 applications including MS-Teams. Microsoft365 administration certification is a plus.
- Excellent analytical and diagnostic skills.
- Proficiency in Windows/Linux/Mac operating systems.
- Willingness to learn new technologies and skills.
- Advanced knowledge of help desk software and remote-access systems.
- High-level communication skills.
- Ability to troubleshoot complex hardware and software issues.
- Must be able to handle equipment up to 60lbs.
- Willingness to travel local and out of state as required.
- Patience and understanding.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's degree in computer science, information technology, or a similar field.
- 3+ years working in a help desk environment.

PREFERRED SKILLS

- A good understanding of hardware, computer systems, and software.
- Proficiency with Windows, MAC, and IOS
- Proficiency with Microsoft Office Suite and Office 365
- Cisco DUO MFA knowledge a plus
- Excellent communication skills

LICENSE AND LEGAL REQUIREMENTS

- Position requires a valid drives license.
- A+ Certification