



Deployed Technologies

Enabling Innovation & Evolution

Position Title:	IT Support Specialist
Department:	DTech Delta
Location:	Munising, MI
Position Type:	Full Time
Salary or Hourly Rate:	Salary
Shift:	Daily and On-Call

Job description summary: A member of DTech Delta will assume a vital role in supporting information technology services for luxury hospitality across the globe. Will also install, configure and maintain computer systems and networks.

Essential Duties and Responsibilities :

- Rapidly establishing a good working relationship with clients and other professionals
- Communicating with clients to help set up systems or resolve issues
- Responding within time limits to emails and any client requests
- Setting up new user accounts, profiles and dealing with password issues.
- Install and configure computer systems
- Diagnose hardware/software faults
- Solve technical and application problems
- Monitor and maintain computer systems and networks

Required Education :

- Associates in IT

Required Experiences:

- Customer Service experience
- Experience in the IT industry

Required Knowledge, Skills and Abilities :

- Understanding Remote Support
- High level of Communication Skills

Work Environment and Physical Demands:

- Required to stand, walk, bend and twist.
- Frequent lifting of equipment and boxes (up to 50lbs)
- Maybe required to work in various weather conditions

