



## Information Technology Specialist

### Summary/Objective

The Information Technology Specialist will be first point of contact for local and remote technical support. The primary role is to interact with staff members and support their use of computing technologies.

### Essential Duties and Responsibilities:

- Provide technical support and customer service to staff
- Configure and upgrade software, computers, tablets, and phones
- Communicate with vendors for warranties and support
- Purchase equipment and software, and maintain inventory records
- Participate in IT Department projects
- Create, maintain, and review documentation
- Maintain a safe, orderly, and efficient work area
- Other duties as assigned

### Qualifications/Education/Experience:

- Strong problem solving and communication skills
- Basic knowledge of operating systems, networks, servers, and databases
- Experience with troubleshooting hardware and software is preferred
- Experience with Office 365 applications and Teams is preferred
- Ability to manage tasks and frequent interruptions
- Associate's or bachelor's degree in CIS or equivalent or
- Final semester in CIS or equivalent

**Salary range:** \$45K-\$52K per year plus conditional discretionary bonus.

### Some of the Benefits include:

- Health Insurance
- STD / LTD
- Paid Leave (Holiday, Vacation, Sick, etc.)
- Opportunities for advancement
- Vision, Dental, and Life Insurance
- 401(k) Company Matching
- Wellness Program
- Tuition Reimbursement

**To apply:** please send resume and cover letter to [jobs@edmlink.com](mailto:jobs@edmlink.com)

### EEO Statement

EDM is an Equal Opportunity and Affirmative Action Employer/Minority/Female/Vets/Disabled.

