
IT Support Specialist

Reporting Location: Lebo or Fredonia

Job Type: Full-Time, Non-Exempt

Reports To: Chief Technology Officer

Department: Information Technology

Application Deadline: Open until filled; preferred application deadline **July 28, 2025**

Job Summary:

We are seeking a detail-oriented IT Support Specialist to join our technology team. This role is responsible for providing technical assistance and support to end-users, maintaining hardware and software systems, and assisting in IT infrastructure management. The ideal candidate has strong troubleshooting skills and a passion for solving technology-related issues.

Key Responsibilities:

- Provide first- and second-level technical support to employees via phone, email, remote, and in-person.
- Install, configure, and troubleshoot hardware (desktops, laptops, printers, etc.) and software (Windows, MS Office, etc.).
- Manage user accounts, permissions, and access rights using Active Directory.
- Support and maintain internal networks, including LAN/WAN, VPNs, and Wi-Fi systems.
- Assist in setting up new workstations and managing IT onboarding/offboarding processes.
- Monitor system performance and ensure high availability of critical platforms.
- Maintain inventory of IT equipment and software licenses.
- Document technical issues and resolutions in the helpdesk system.
- Collaborate with other IT team members to implement updates, patches, and security improvements.
- Participate in IT projects and initiatives as assigned.

Required Qualifications:

- Associate or Bachelor's degree in Information Technology, Computer Science, or related field.

Our cooperative is an equal opportunity provider and employer.

- 2+ years of experience in an IT support or help desk role.
- Strong knowledge of Windows OS, Microsoft 365, and basic networking concepts.
- Experience with Active Directory, remote desktop support tools, and ticketing systems.
- Excellent problem-solving and communication skills.
- Ability to prioritize and manage multiple tasks effectively.

Preferred Qualifications:

- Certifications such as CompTIA A+, Network+, Microsoft Certified Professional (MCP), or similar.
- Familiarity with cloud platforms (e.g., Azure, AWS), VoIP systems, MS Copilot & MS Power BI and cybersecurity practices.

Work Environment:

- Primarily on-site with occasional remote support duties.
- May require occasional evening or weekend support for system upgrades or emergencies.

Benefits:

- Full suite of insurance benefits offered.
- Defined Benefit Pension and 401(k) employer contribution.
- Paid time off to include vacation, personal time off, holidays, and sick leave.
- Regular office hours are Monday through Thursday, 7 am – 5:30 pm.