

# Windows System Support Specialist

Role, Duties, and Responsibilities



## **Job Role Summary**

A Windows System Support Specialist will assist with the installation, management, and troubleshooting of workstations, servers, and Windows Active Directory. They will provide the first line of support with troubleshooting Windows errors, bluescreens and hardware issues. This role should show exceptional customer service along with basic troubleshooting skills. This person will manage assigned tickets and escalate and assign according to company policies and standards.

## **Job Responsibilities and Duties**

- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Provide On-Site Support and Troubleshooting for Windows Workstations and Server
- Setup, Install, Maintain Documentation, and decommission workstations.
- Create and Maintain Active Directory Users and Groups
- Resolve basic Windows errors, bluescreens, and other issues.
- Create and Apply Windows Group Policies from Documentation
- Utilize tools to clone and/or repair HDDs and SSDs
- Meeting or exceeding established performance Key Results Areas (KRAs).
- Track Time and Record events, problems, and resolutions in Ticketing System in real-time.

## **Job Requirements**

- Excellent Customer Service and Communication Skills (Customer-Oriented)
- Basic technical knowledge of all company services and products.
- Good understanding of Windows Operating Systems and Active Directory
- Complete Internal Company Certifications
- CompTIA A+, M365 Certified: Endpoint Administrator Associate, or similar (preferred)
- Associate Degree in Information Technology (preferred)

## **Position Titles and Roadmap**

- Windows System Support Specialist I - Resolve 50% of All Tickets within team scope.
- Windows System Support Specialist II - Resolve 70% of All Tickets within team scope.
- Windows System Support Specialist III - Resolve 90% of All Tickets within team scope.

## **Reporting Information**

- Reports To: Windows System Manager
- Supervises: (none)

## **Pay Scale**

- Hourly: \$13.50 to \$16.00

## **Benefits**

- 3% IRA Match
- Six Paid Holidays
- 16 hours PTO
- 40+ Hours Paid Vacation (Accruing w/ tenure)