

## **IT Support Specialist**

Location: Grand Forks area

The Koble Group seeks an experienced, full-time IT Support Specialist to serve our clients.

The position is a great opportunity for a self-motivated person to represent The Koble Group working directly with our clients and end-users to resolve their IT issues from simple to complex.

### **Position Overview:**

The IT Support Specialist is responsible for help desk triage, first and second tier service and support, remote and on-site technical support to our clients.

### **Essential Duties and Responsibilities:**

- IT support relating to issues with systems and network infrastructure at client sites
- Answer, log and maintain help desk calls
- Provide first and second tier service and support
- Setup and configure computer networks and security systems
- Design and implementation of WAN and LAN connectivity, routers, firewalls, and security
- Design and implementation of enterprise wireless solutions
- Design and implement solutions for customers using technologies that meet their requirements
- Support infrastructure services for virtualization technologies: VMware, Citrix, and Microsoft
- Remote access solution support: VPN, SSL-VPN, Terminal Services, and Citrix
- Administration and maintenance of the remote monitoring and management system: respond to alerts, monitor dashboard, and periodic system review
- Document maintenance for all computer systems and network infrastructure

### **Knowledge of Technologies Desired but not Required:**

- SonicWALL
- VMware
- Telecommunication systems

### **Additional Duties and Responsibilities:**

- Ability to work in a team and communicate effectively
- Escalate service or project issues that cannot be completed within agreed service levels
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Document internal processes and procedures related to duties and responsibilities
- Work through tickets as assigned by a Service Manager
- Enter all work as service or project tickets into company ticketing system

### **Knowledge, Skills, and/or Abilities Required:**

- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided



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- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast-moving environment

**Essential:**

- Associate's Degree in Computer Information Systems or related field.
- Valid driver's license.

**Preferred:**

- Bachelor's Degree in Computer Information Systems or related field
- 1+ years hands-on experience in Healthcare IT service delivery and troubleshooting
- 1+ years resolving computer and network issues