



IT Support Specialist

Chrisad is the world's oldest & largest dental marketing & growth management agency, with clients in 15 nations & all 50 states. We are offering a fantastic opportunity to join a Fast Growing, Top-Quality, Privately Owned, Established and Energetic Marketing Firm as a Marketing Coordinator.

This position supports our team by providing onsite technical, equipment, software and server support for both our in office and remote staff.

What you'll do:

- Provide IT support to remote and in-person staff seeking help with computer/hardware related issues.
- Provide technical support to staff for Microsoft applications, in-house/custom applications and tools, and third-party software packages.
- Install, configure, and troubleshoot various software.
- Setup new computer hardware along with new user accounts.
- Perform computer maintenance, hardware and software installation, upgrades, system support, equipment salvage, and inventory tracking.
- Perform computer diagnostic and troubleshooting processes to resolve network, hardware, and software issues.
- Work with outside vendors to efficiently resolve various problems in a timely manner.
- Assess infrastructure on a regular basis to ensure it continues to meet necessary demands
- Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction
- Maintain system configurations to ensure the integrity of individual systems and the overall network.
- Create installation and troubleshooting guides for IT staff and users.

Qualifications:

- Strong problem solving & troubleshooting skills (This job is more than just taking tickets and passing along—you will need to troubleshoot and resolve issues.).
- Tiers 1, 2, 3 support experience.
- Previous exposure to network administration.

- Top level support experience taking care of the entire company's needs: managing accounts, inventory, and support
- Attention to detail.
- Experience with: Apple computers, IDs, and devices, Windows, Linux, servers, workstations, and JAMF
- Thrives in a very fast paced environment often requiring characterized by urgent requests.

Education: Bachelor's Degree

Chrisad is proud to offer the following benefits:

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| -Medical, dental, and vision insurance | -2 weeks paid time off |
| -A 401k plan | -13 paid holidays |
| -Short-term disability insurance | -1 week paid sick time |

Compensation: \$25 to \$30 per hour depending on experience. We are an equal opportunity employer. Please email resume to jobs@chrisad.com