IT Support Specialist

Business Unit: Corporate

Position Purpose: The IT Support Specialist will play a key role in maintaining and enhancing the company's IT systems, including the setup and maintenance of Android phones and computers, inventory management of IT assets, administration of Active Directory, and utilization of phone management software (Knox Manage). The role will also require providing level 1 help desk support to our staff, assisting in troubleshooting, and resolving IT related issues in a timely manner.

General Expectations:

- Maintain Fowler Construction Company Limited (FCCL) image and reputation at all times.
- Maintain a positive attitude.
- Adhere to company policies and procedures.
- Provide experience, expertise, and knowledge to the company.
- Demonstrate a commitment to safety by following rules & guidelines established by FCCL and the Occupational Health and Safety Act.

Key Duties:

- Setup and configure Android smartphones using Knox Manage or similar mobile device management software.
- Set up, install, and troubleshoot computers, peripheral devices, and software, including Windows operating systems.
- Conduct user training on new devices and software.
- Maintain an accurate inventory of all IT assets, tracking their use and life-cycle.
- Administer and manage user accounts using Active Directory, ensuring the security and integrity of the system.
- Provide Level 1 help desk support, resolving IT-related issues in a timely and professional manner.
- Coordinate with external vendors for any hardware or software issues that need escalation.
- Perform routine audits of systems and software.
- Stay updated on the latest technologies, trends, and techniques in IT support.
- Perform all other IT-related tasks as assigned.

Minimum Qualifications:

- Knowledge of Android OS, computer hardware and software, including Windows operating systems.
- Familiarity with Active Directory and mobile device management software like Knox Manage.
- Excellent problem-solving and critical thinking skills.
- Ability to communicate technical information, both verbal and written to a wide range of end-users.
- Must have a valid driver's license.
- Willingness to learn and adapt in a fast-paced environment.
- Must be able to lift up to 50 lbs., stand, walk, reach, and bend.

Preferred Qualifications:

- Current enrolment in, or graduate of, an IT-related degree program.
- Prior experience in a help desk or IT support role.
- Knowledge of IT asset management best practices.
- Any IT-related certifications (A+, Network+, etc.).

Work Conditions:

- Overtime could be required to meet the demands of the position based on the requirements of payroll.
- Travel to various sites will be required.
- Occasionally may be required to lift up to 50 lbs., stand, walk, reach, and bend.

I, _____, have reviewed my job description and accept all the duties and responsibilities of this position. I agree that I am willing and able to perform these duties. I further acknowledge and accept the responsibility of performing these duties as conditions of my employment.

_____   _____

Signature Of Acceptance   Date