



Information Systems Support Specialist

Job Purpose

Reporting to the Information Systems Manager, the Information Systems Support Specialist will be responsible for IT helpdesk support operations, end-user support and training, troubleshooting hardware and software issues, which will include maintenance of pertinent integrated applications. This position may serve as a secondary line of support for system administration and/or project coordination for assigned departmental initiatives, as necessary. This position is at-will and will not be covered by the South Carolina State Employee Grievance Procedure Act.

Job Functions and Responsibilities

- Provide first-line support for end-user computer, system, and application resources within the various divisions of SCEL.
- Troubleshoot vendor hardware and software situations in the event of production issues. Assists with the installation of vendor hardware and software applications, working with technical and development staff.
- Provide knowledge transfer to end users to assist employees in development of IT equipment and service-related skills
- Design, implement, maintain, support and migrate the computer desktop resources for the SCEL, as assigned.
- Assist in the maintenance, support and migration of server and enterprise resources for SCEL, as assigned.
- Act as project manager/coordinator on projects as assigned by the management of the IT division at SCEL. Develop deliverables as per project requirements that are clear, concise, accurate, and complete.
- Implement test systems and documentation. Provide recommendations for implementation into production environments.
- Perform other duties, as assigned.

Minimum Requirements

An Associate's Degree in Computer Science, Information Systems, or similar program, with 3+ years of relevant work experience. (Additional and/or related work experience will be considered for education equivalency.) Must be able to lift 25+ pounds, as physical effort includes occasional lifting of IT equipment.

Knowledge, Skills and Abilities

The IS Support Specialist requires proficiency with Microsoft Office Suite, and must have the ability to apply standard system concepts; preferred working knowledge of Microsoft Exchange, Desktop Productivity Software and Directory Services. This position must have the ability to deal courteously and effectively with others; the ability to understand and comprehend SCEL policies, rules, regulations and procedures; the ability to pay attention to detail; the ability to exercise good judgment and discretion; the ability to establish and maintain effective working relationships; the ability to communicate effectively, orally and in writing; and the ability to work flexible schedule, when required.