

Position Title: Support Specialist I

Job Description: Under the supervision of a Director, the Support Specialist I is responsible for providing desktop support to CCAT, Novus Insight, and its clients.

Essential Functions and Responsibilities:

- Provides support to employee and customers in resolving complex or escalated technology issues
- Troubleshoots software and hardware issues on laptops, desktops, tablets, smartphones, servers, and or/network equipment
- Installs new software releases and system upgrades
- Performs system backup and recovery
- Monitors system configuration to ensure data integrity
- Resolves software related problems
- Assists in developing standard information technology procedures
- Develops, enhances, and maintains website
- Provides assistance to the client organization's computer users through phone, email, or in-person visits
- Analysis, diagnosis, and resolution of complex desktop problems for end-users, along with recommending and implementation of corrective solutions
- Assists with the installation of new hardware and software and help train employees on its use
- Assists in the maintenance and inventory of client equipment, consisting of but not limited to PCs, monitors, phones, laptops, printers and other components
- Performs system backup and recovery
- Monitors system configuration to ensure data integrity
- Configures and manages Office 365 environments; OneDrive for Business, SharePoint, Exchange Online, Azure AD, Microsoft Teams, Security and Compliance Center
- Assists in developing standard information technology procedures
- Self-motivated and self-directed with the ability to independently prioritize and execute tasks in a fast pace environment while maintaining a positive attitude.

Job Qualifications:

- **Education:** Associate's Degree
- **Experience:** 1-3 years' experience
- **Skills:** Advanced computer skills. Citizenship must meet export control regulations.

Physical Demands & Work Environment: The person in this position needs to frequently move about inside the office to access file cabinets, office machinery, etc. Continually



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operates a computer and other office productivity machinery. Frequently positions self to maintain computers, including under the desks and in the server closet. Requires the ability to manipulate small parts for the building of servers. The person in this position continually communicates with individuals; must be able to exchange accurate information in these situations. Must be able to view electronic information. Occasionally moves equipment. Frequently travels to business-related sites.

Generally normal conditions with reasonable work station flexibility. Moderate noise (business office with computers and printers, light traffic).

Reports to: Director of Operations or Director of Professional Services

Manage Others: No

Job Type: Specialist

Employee Type: Non-Exempt, Full Time

Travel: Frequently throughout the state, and potentially into Western Mass.

Compensation: Based on qualifications

Relocation: No

Novus Insight is an Equal Opportunity Employer, M/F/D/V. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. Vet-Friendly Employer.

Please direct resumes to Heather Petrone, Human Resources Manager, at hpetrone@ccat.us.