**Position Title:**  Support Specialist (level depends on experience)

**Job Description:** The Support Specialist is responsible for providing both remote and onsite support to Novus Insight’s clients. Novus Insight’s headquarters is in East Hartford, CT. **This position will be primarily located in central CT.**

Why Work at Novus:

* Collaborative, high-tech, and fun culture
* Medical/dental/vision/company-paid life/voluntary

life/STD/LTD/pet insurance!

* Generous PTO and flexible schedules
* Safe harbor 401k contribution and company match
* Skills development, training, mentoring opportunities, and tuition

reimbursement

* Profit sharing
* Referral and spot bonuses
* Apprenticeship program – we grow our own!

Essential Functions and Responsibilities:

* Provides support to employees 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-paced environment while maintaining a positive

attitude.

Job Qualifications:

* Education: Associate’s Degree in technology field, or equivalent experience preferred
* Experience: 1-5+ years’ experience in providing technical support. Previous experience is a must.
* Skills: Advanced computer skills.

Physical Demands & Work Environment: The person in this position needs to frequently move about inside the office. Continually 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. 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 workstation flexibility. Moderate noise (business office with computers and printers, light traffic).

Manage Others:  No

Job Type: Specialist

Employee Type: Non-Exempt, Full Time

Travel:  Frequently throughout Eastern CT (mileage reimbursement provided)

Compensation: Based on qualifications

Relocation:  No

With administrative offices located in East Hartford, CT and Jacksonville, FL – Novus Insight is a resource that leads and inspires innovation through state, regional, and national partnerships in information technology. We help smaller organizations “get out of the IT business” with managed services and IT leadership. For larger organizations with internal IT teams that are seeking critical skills or capabilities, Novus Insight can provide IT consulting, project support and management. The Novus team has a broad array of technical competencies and is always working with the latest technologies to leverage the best of what’s next.

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@novusinsight.com](mailto:hpetrone@novusinsight.com).