

IT Support Specialist

Compensation: 50,000 – 55,000 / Year

Who we are:

We are inspired placemakers who enhance the built environment with a focus on brand and culture. Across multiple studios, Elements provides a comprehensive portfolio of products and services for the interior built environment. We combine our interiors expertise with construction capability and the collaborative, cross-functional process of human-centered design. This holistic approach to the built environment creates a seamless experience and exceptional results for our clients.

Job Summary:

The IT Support Specialist is a vital role responsible for providing technical support and assistance to end-users, ensuring smooth and efficient operation of IT systems. This position requires a dedicated professional with experience in IT support, excellent problem-solving skills, and a commitment to delivering high-quality customer service. This role reports to and works closely with the VP of IT, keeping them informed and communicating on all important matters.

Essential Functions

- Provide technical support and troubleshooting assistance to end-users for hardware, software, and network issues.
- Respond to helpdesk tickets and ensure timely resolution of technical problems.
- Assist in the setup, configuration, and maintenance of computer systems and peripherals.
- Install, upgrade, and manage software applications and operating systems.
- Maintain and manage user accounts and access permissions.
- Provide training and support to end-users on various IT systems and applications.
- Collaborate with IT team members to implement and maintain IT infrastructure and services.
- Monitor and maintain the performance and security of IT systems.
- Document and update IT procedures, processes, and support activities.
- Support occasional after-hours and weekend work to ensure IT system stability and performance.

Required Skills/Abilities

- 2+ years of experience in IT support or a related field.
- Proficiency in troubleshooting hardware, software, and network issues.
- Experience with both Windows and Mac operating systems as well as Microsoft Office 365.
- Familiarity with basic networking concepts, including routers, switches, and firewalls.
- Strong customer service skills and the ability to communicate effectively with end-users.
- Ability to work independently and as part of a team.
- Excellent organizational skills and attention to detail.
- Willingness to support occasional after-hours and weekend work.

Education and Experience

- Minimum of 2 years of experience in IT support or a related role.
- Industry certifications (e.g., CompTIA A+, Microsoft Certified Professional, etc.) are a plus.
- Proven track record of successfully providing IT support and troubleshooting assistance.
- Understanding of cybersecurity best practices.

EEO Statement

Workplace Elements provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.