



Job Title: IT Hardware and Software Support Specialist

Immediate Supervisor: Director of IT & Marketing

Basic Function: Ensure that Company IT Infrastructure is Running Properly

Job Description:

As an IT Hardware and Software Support Specialist at Randall Brothers, you'll play a crucial role in ensuring the smooth operation of our technology infrastructure. You'll work closely with colleagues and vendors to set up, troubleshoot, and maintain various hardware and software systems for our employees. Your ability to communicate effectively and adapt to different environments—whether remote (from another branch) or in person—will be essential.

Position Responsibilities:

- **Hardware Setup and Troubleshooting:**
 - Configure and deploy hardware devices, including iPhones, Android devices, Dell computers, laptops, servers, switches, and printers.
 - Collaborate with end-users (employees) to ensure proper installation and functionality.
 - Diagnose and resolve hardware-related issues promptly.
- **Software Support:**
 - Provide technical assistance for software applications used within the organization.
 - Troubleshoot software problems, including operating systems, productivity tools, and specialized software relevant to our business.
 - Assist users with software installations, updates, and patches.
- **Communication and Customer Service:**
 - Communicate effectively with colleagues and vendors.
 - Listen actively to understand user needs and provide timely solutions.
 - Maintain a positive and helpful demeanor during interactions.
- **Remote and On-Site Support:**
 - Be comfortable working remotely, handling support requests via phone, email, or remote desktop tools.
 - When necessary, travel to different branches to address issues in person.
- **Documentation:**
 - Keep detailed records of hardware and software configurations, troubleshooting steps, and resolutions.
 - Create user-friendly guides or FAQs for common issues.
- **Continuous Learning:**
 - Stay up-to-date with industry trends, new technologies, and best practices.
 - Participate in relevant training sessions or certifications.
 - Provide any other IT related duties as deemed necessary by our IT Department or other company managers.

Education and Experience:

- A relevant degree or certification in IT, computer science, or a related field is preferred but not required.
- Prior experience in a similar technical support role is advantageous.

Skills, Knowledge & Abilities:

- Technical Skills:
 - Proficiency in setting up and troubleshooting hardware devices i.e. Business Servers, Ubiquiti wireless pucks, Wireless Bridges, computers, mobile devices, printers, etc.
 - Familiarity with operating systems (Windows, macOS, iOS, Android).
 - Basic networking knowledge (switches, routers, etc.).
 - Familiarity with coding and markup language(s).
- Software Skills:
 - Ability to troubleshoot software issues (Microsoft Office Suite, specialized business software, etc.).
 - Familiarity with remote desktop tools and software deployment.
- Communication Skills:
 - Excellent verbal and written communication skills.
 - Patience and empathy when assisting users.
- Adaptability:
 - Comfortable working in various environments (office and remote at other branches).

Physical Demands:

- Must pass drug test and background check.

Environment and Physical Working Conditions:

- Office work with controlled temperature conditions

License or Certification: None

Special Requirements: None