IT Support and Administration

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Company: United Woundcare Institute

Location: United States

Category: other-general

Job Description: IT Support and AdministrationPosition: IT Support and Administration SpecialistLocation: Chicago, Naperville AreaCompany Overview: (Insert Company Name) is a leading (industry/sector) company based in the Chicago, Naperville area. We are dedicated to providing (brief description of company mission or services).Position Overview: We are seeking a highly skilled and motivated IT Support and Administration Specialist to join our team. The ideal candidate will be responsible for providing technical support to our employees and maintaining the smooth operation of our IT systems. This role requires a combination of technical expertise, excellent communication skills, and a strong attention to detail.Responsibilities:Provide first-level technical support to employees, including troubleshooting hardware and software issues.Install, configure, and maintain computer systems, networks, and peripherals.Manage user accounts, permissions, and access rights in various systems and applications.Monitor system performance and ensure uptime and reliability of IT infrastructure.Implement and enforce IT security policies and procedures to protect company data and systems.Collaborate with internal teams to identify and implement IT solutions to improve efficiency and productivity.Assist in the procurement and inventory management of IT equipment and software.Document IT procedures, configurations, and troubleshooting steps for knowledge sharing and training purposes.Stay current with emerging technologies and industry trends to recommend improvements and upgrades.Participate in on-call rotation for after-hours support as needed.Qualifications:Bachelor's degree in Computer Science, Information Technology, or related field.Proven experience in a similar role, preferably in a corporate environment.Strong knowledge of Windows and/or Mac operating

systems.Proficiency in Microsoft Office 365 administration and troubleshooting.Experience with Active Directory, DNS, DHCP, and TCP/IP networking protocols.Familiarity with virtualization technologies such as VMware or Hyper-V.Excellent problem-solving skills and attention to detail.Strong communication and interpersonal skills.Ability to work independently and collaboratively in a fast-paced environment.Relevant certifications (e.g., CompTIA A+, Network+, Security+) are a plus.

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