



## JOB DESCRIPTION

Job Title:	<b>IT Specialist</b>
Department:	IT/Network
Reports To:	Network Operations Manager
FLSA Status:	Non-Exempt
Date Approved:	05/09/2025

### General Summary

The IT Specialist provides technical support to customers and DTC corporate assets including help desk trouble tickets and deployment of both client and server-side applications. Installs and updates network/systems software, implements security procedures, monitors and manages application/software performance. Troubleshoots and resolves both client and server-side system problems. Deploys network/system policies, procedures, and standards. Evaluates hardware and software, including peripheral, output, and telecommunications equipment and makes recommendations for purchase. Ensures smooth operation of IT systems and contributes to the overall efficiency of company's IT infrastructure.

### Essential Job Functions

- ◆ Develops system solutions for company and customers in both client and server-side applications.
- ◆ Completes projects within the scope of approved budgets.
- ◆ Tracks and manages support requests in company ticketing systems.
- ◆ Performs setup, configuration, installations, upgrades and maintenance for Software applications, client/server, and LAN needs. Ensures system compatibilities.
- ◆ Provides technical support to customers and DTC corporate assets to include help desk trouble tickets, and deployment of both client and server-side applications.
- ◆ Installs, maintains, and coordinates company systems to support organizational needs.
- ◆ Installs and updates network/systems software. Implements security procedures.
- ◆ Ensures systems meet end-user needs by analyzing data traffic and monitoring application/software performance. Performs regularly scheduled system maintenance and runs data backups.
- ◆ Troubleshoots and resolves IT problems.
- ◆ Deploys network/system policies, procedures, and standards.
- ◆ Maintains current industry knowledge.
- ◆ Evaluates hardware and software products including peripheral, output, and telecommunications equipment.
- ◆ May train end-users as needed.
- ◆ Performs other duties as assigned.\*

## Knowledge, Skills, and Abilities

- ◆ Knowledge of Cybersecurity principles and practices.
- ◆ Knowledge of Cybersecurity tools such as MFA, Antivirus Software, Spam and Web filters.
- ◆ Knowledge of client-side technologies, Microsoft Windows, O365, and Active Directory.
- ◆ Knowledge of computer network products and services.
- ◆ Knowledge of computer operating systems, including Windows and Mac, hardware, and peripheral equipment.
- ◆ Knowledge of LAN/WAN design.
- ◆ Knowledge of company policies and procedures.
- ◆ Knowledge of company products and services.
- ◆ Skill in oral and written communication.
- ◆ Skill in problem-solving and resolution.
- ◆ Skill in reading and interpreting technical documents and information.
- ◆ Skill in operating various personal computer equipment and networking equipment.
- ◆ Skill in using network equipment such as routers, servers, switches, and modems.
- ◆ Ability to communicate with co-workers and various business contacts professionally and courteously.
- ◆ Ability to read and interpret documents such as operating and maintenance instruction manuals.
- ◆ Ability to organize and prioritize multiple work assignments.
- ◆ Ability to pay close attention to detail to ensure accurate record-keeping and problem resolution.
- ◆ Ability to evaluate, test, and repair physical and virtual IT systems.
- ◆ Ability to make sound technical decisions using the information at hand.
- ◆ Ability to effectively function as a team player.
- ◆ Ability to train others to improve performance.
- ◆ Ability to effectively manage time and resources.
- ◆ Ability to maintain confidentiality.
- ◆ Ability to troubleshoot technical issues with customers.
- ◆ Ability to follow oral and written instructions.
- ◆ Ability to work overtime and weekends when necessary.
- ◆ Ability to obtain and maintain a valid Tennessee driver's license.
- ◆ Ability to participate in social, civic and community affairs. Communicate and inform the public of company products and services and provide supportive facts as needed.
- ◆ Ability to present self in a professional manner that would promote the goals and objectives of the company at all times.
- ◆ Ability to cooperate with other employees to maintain pleasant working relationships and improve morale. To exchange ideas, information, and job experience that will benefit the organization and ensure the company's continued progress.

## Education and Experience

Associate degree in computer science or equivalent plus one to three years of related experience.  
Bachelor's degree in information technology or equivalent preferred. CompTIA A+, Network+, MCP: Modern Desktop Administrator Associate, and Google IT Support Professional certifications preferred.

## Physical Requirements

	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to read computer screen and various reports.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with customers, vendors, employees, and industry contacts.				X
<b>Standing/Walking:</b> Must be able, at times, to move about work area and walk to other departments.			X	
<b>Climbing/Stooping/Kneeling:</b> Must be able to install IT systems/networks.			X	
<b>Lifting/Pulling/Pushing:</b> Must be able to lift up to 50 lbs.		X		
<b>Fingering/Grasping/Feeling:</b> Must be able to write, type, use phone system, and various computer equipment.				X

## Working Conditions

*This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.*

Normal working conditions with the absence of disagreeable conditions.

*\*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

**NOTE:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.