

E-mail Resumes to [jobinfo@3CNC.com](mailto:jobinfo@3CNC.com)  
**\*\* Only PDF Formats will be accepted \*\***

## **IT Specialist**

### **Basic Purpose:**

Under general direction from a Senior IT Specialist, the IT Specialist provides client support by diagnosing the problem's root cause. For more complex issues, the IT Specialist will seek the assistance of the Senior IT Specialist. This position requires knowledge of computer diagnostic and repair techniques, and network administration tools in order to provide overall support of new and existing IT systems to all clients.

### **Principal Duties and Responsibilities:**

- ⤴ Answers technical support requests from clients.
- ⤴ Researches current technical trends.
- ⤴ Conducts troubleshooting of IT environments including OS, networks, applications and hardware.
- ⤴ Performs the installation and configuration IT hardware, software, and peripheral components.
- ⤴ Travels to client locations to perform on-site support.
- ⤴ Attends certification/training classes commission by 3CNC
- ⤴ Performs other duties as assigned.

### **Employee Characteristics:**

- ⤴ Must be personable, communicate well, display patience and the ability to provide training and assistance to computer users on technology.
- ⤴ Experience of Computer Software (e.g., network administration tools; RDP, CMD);
- ⤴ Experience of Computer Hardware (e.g., IT systems; network cards; servers; LAN diagnostic equipment);
- ⤴ Experience of Computer Operating Systems (e.g., Windows, DOS; Macintosh);
- ⤴ Understanding of Networking Technologies (TCP/IP, DNS, DHCP, Active Directory)
- ⤴ Ability to interpret technical material in books, journals, or manuals; troubleshooting computer system problems;
- ⤴ Willingness to learn on the job with the desire to be promoted to Senior IT Specialist
- ⤴ Operates under moderate to little supervision.

### **Education/Experience Requirement:**

- ⤴ Requires a 4 year technical degree (BS/BA) in Information Science, Computer Science, Engineering or equivalent degree.
- ⤴ Requires 2+ years of experience in systems (hardware and software) support.
- ⤴ All applicants will be required to pass the 3CNC entrance exam during interview.