**IT Support Position Description Template**

[Your Company Name] seeks a knowledgeable and customer-focused IT Support professional to join our team. This role is essential for providing technical assistance and support related to computer systems, hardware, and software, ensuring all employees can work efficiently and without interruption.

**Title:** IT Support Specialist

**Location:** [Insert Location or specify if remote]

**Key Responsibilities:**

1. **Technical Assistance and Support**: Respond to queries on fundamental technical issues and offer advice to solve them.
2. **Hardware and Software Maintenance**: Install, configure, and update hardware and software for end-users.
3. **Troubleshooting and Problem-Solving**: Diagnose and resolve technical issues with computers, peripherals, and mobile devices.
4. **User Support and Training**: Provide one-on-one end-user problem resolution over the phone, via email, and in person.
5. **System Monitoring and Maintenance**: Perform regular checks on the network and systems to ensure optimal operation and security.
6. **Documentation and Reporting**: Maintain daily logs and reports on IT support activities and issues.

**About You:**

* Associate's or bachelor’s degree in information technology, computer science, or a related field is preferred.
* [Insert number, e.g., 1-3+] years of experience in IT support or a related role.
* Familiarity with various operating systems (e.g., Windows, macOS) and office software.
* Experience troubleshooting issues with hardware, software, networks, and peripheral equipment.
* Strong problem-solving skills and the ability to communicate technical information to non-technical users.
* Excellent customer service skills and patience in handling complex queries and issues.
* Relevant certifications (e.g., CompTIA A+, Microsoft Certified Professional) are advantageous.

**Why [Your Company Name]?** [Insert information about your company’s culture, the supportive environment for professional growth, the impact of the IT Support role on the organisation's success, competitive benefits, and what makes your company a great workplace.]

**Application Process:** [Insert application details, including how to apply, contact information, and any specific application instructions or documents required, such as a resume and cover letter.]

[Your Company Name] is an equal-opportunity employer that values diversity and inclusivity. We are excited to welcome an IT Support Specialist dedicated to providing excellent technical support and contributing to our team’s success.