Job Description: Tier 2 IT Support Specialist

Position Overview

The Tier 2 IT Support Specialist provides advanced technical assistance for escalated issues involving Windows 11 systems, networking fundamentals, cloud services, and on-premises infrastructure. This role requires strong technical troubleshooting skills, excellent communication, and the ability to support users across phone, remote, and onsite environments. Occasional travel, including infrequent overnight stays, is required.

Key Responsibilities

Advanced Technical Support

- Troubleshoot and resolve escalated service desk tickets involving Windows 11, networking fundamentals, Active Directory, Exchange Online, Teams, Intune, and SharePoint.
- Support hybrid environments including on-premises Active Directory, Hyper-V hosts, and cloud-based Microsoft 365 services.
- Perform advanced troubleshooting of hardware, software, and connectivity issues across multiple devices and platforms.
- Utilize PowerShell for administrative tasks, automation, and system diagnostics.

User Support & Communication

- Provide professional, clear, and customer-focused technical support via phone, remote tools, and onsite visits.
- Translate complex technical information into easy-to-understand explanations for non-technical users.
- Maintain consistent follow-up to ensure timely resolution and user satisfaction.

Operations & Administration

- Perform administrative tasks such as user account management, permissions, distribution groups, Teams/SharePoint configurations, and Intune device management.
- Support system deployments, updates, and maintenance tasks across end-user devices and virtualized systems.

Collaboration & Escalation

- Work with vendors to reduce repeat escalations and improve first-call resolution rates.
- Escalate unresolved issues to senior engineers with full documentation and diagnostic details.
- Participate in cross-team collaboration to improve processes, security posture, and overall service quality.

Qualifications

Technical Skills

- Strong knowledge of Windows 11 operating systems and common desktop applications.
- Solid understanding of networking fundamentals (TCP/IP, DNS, DHCP, VPN).
- Hands-on experience with:
  - **Active Directory** (users, groups, policies, permissions)
  - **Exchange Online** (mail flow, mailboxes, distribution lists)
  - **Teams**, **Intune**, **SharePoint** administration
  - **Hyper-V** virtual machine environments
  - **PowerShell** for scripting and administrative tasks

Non-Technical Skills

- Excellent communication skills with the ability to explain complex issues clearly.
- Strong customer service mindset with a calm, professional approach.
- Critical thinking and problem-solving skills with the ability to analyze issues logically.
- Reliable, organized, and able to manage multiple tasks in a dynamic environment.

Other Requirements

- Ability to perform work across phone, remote, and onsite settings.
- Willingness to travel infrequently, including occasional overnight trips.
- 2+ years of IT support experience preferred, with exposure to Tier 2-level responsibilities.

All resumes should be submitted to **dmoran@smithmoore.com**. For additional information, please contact me at **314-446-1656**.