Kudler Fine Foods

Job Description

Computer Support Specialist

Installs, modifies, and makes minor repairs to personal computer hardware and software systems, and provides technical assistance and training to system users.

Essential Duties

1. Installs or assists service personnel in installation of hardware and peripheral components such as cash registers, monitors, keyboards, printers, and disk drives on user's premises.

2. Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer.

3. Enters commands and observes system functions to verify correct system operation.

4. Responds to client inquiries concerning systems operation and diagnoses system hardware, software, and operator problems.

5. Instructs users in use of equipment, software, and manuals.

6. Recommends or performs minor remedial actions to correct problems.

7. Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.

8. Replaces defective or inadequate software packages.

9. Refers major hardware or network problems to service personnel for correction.

Required Qualifications and Experience

The computer support specialist must have a bachelor's degree in computer science or information systems is a prerequisite, or a computer-related associate degree with equivalent work experience.