



JOB ANNOUNCEMENT

MDRR invites applications for **IT Support Specialist**

This position is classified as an Admin position and will report to the Manager of Business Process.

The IT Support Specialist will be the first point of contact at MDRR for IT help desk requests and will be responsible for phone and e-mail troubleshooting. This position serves as the liaison between systems and end users to ensure the needs of the users are met and may assist in system implementation and training.

Required Knowledge, Skills and Abilities:

- High School diploma or GED
- Two years of experience in an IT capacity
- Must have a valid driver's license
- May be required to work after hours
- Experience with Office 365
- Familiar with VOIP phone systems
- A+ certification or equivalent experience
- Able to support Windows Operating System - 10
- Must be able to communicate effectively and professionally via e-mail and telephone, in English. A second language is a plus
- Excellent time management and prioritization skills
- Must be a positive member of a team

To apply for this position, e-mail a completed application to Careers@mdrr.com.