

**Job Title: IT Support Specialist**

**Salary: Starting at \$24.15 DOQ**

**Hours: Monday – Friday 7:30AM – 4:00PM**

Vaughan Company is in search of an IT Support Specialist. This person will provide support to our growing number of employees under the direction of the IT Manager.

**Duties**

- First line support and diagnosis for systems and user issues
- Installation and configuration of workstations for new hires and rotation cycle
- Assisting with maintenance of instruction documentation used by the IT Department
- Organizing of IT stock and supplies and tracking of company equipment
- Assisting with companywide installation of new software or updates when needed
- Tracking of warranty services and software renewals
- Some off-hours and on-call work may be necessary for special projects
- Additional duties as assigned

**Necessary technical knowledge:**

- Understanding of Microsoft products used in networks, and VOIP systems
- Understanding of network corporate environment basics and infrastructure
- Usage and troubleshooting of current Windows OS & Microsoft Office
- Willingness to learn or exposure to corporate licensing for software
- Basic understanding or exposure to backup and recovery methodologies
- Ability to troubleshoot and repair common computer issues

**Qualifications**

- 1+ year of experience in IT support or helpdesk **AND/OR** Associates degree in computer science, information technology, or a similar subject.
- Proficient in MS Office, including Word and Excel (required)
- Excellent organization and time management skills
- Expert level written skills
- Exceptional interpersonal skills
- Excellent written/verbal communication
- Strong attention to detail
- Ability to take direction
- Strong communication skills

Benefits

- Medical
- Dental
- Life
- Vision
- 401(k)
- Paid leave
- Optional supplemental benefits

With over 60 years of experience, Vaughan Company is the world leader in severe duty chopper pumps. Located in Montesano, Washington since 1960, we employ a workforce of over 100 people. Please submit your resume and references by mail or fax. Do not apply in person.

Vaughan Co., Inc.  
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