



Ways to apply: Online at Indeed or ZipRecruiter, or by emailing an application to UKB Federal Corporation Human Resources department at corporatehr@ukb-nsn.gov

Job Description

Job Position: IT Support Specialist
Location: UKB Federal Corporation
Reports to: IT Network Specialist
Status: Full-Time

Job Summary:

The **IT Support Specialist** is responsible for providing technical support to employees by troubleshooting hardware, software, and network-related issues. This role assists in maintaining IT systems, responding to service requests, and ensuring smooth daily operations. The ideal candidate is a problem solver with strong communication skills and a willingness to learn.

Key Responsibilities:

Technical Support & Troubleshooting:

- Provide first-level technical support for hardware, software, and network issues.
- Respond to help desk tickets, emails, and phone inquiries in a timely manner.
- Order and set up hardware equipment for new hires.
- Diagnose and resolve technical problems related to computers, printers, mobile devices, and other IT equipment.
- Assist in setting up new user accounts, email accounts, and software applications.
- Guide employees through basic troubleshooting steps and escalate complex issues when necessary.

System Maintenance & Setup:

- Assist with installing, configuring, and updating operating systems and software.
- Perform routine maintenance on computers, printers, and other IT devices.
- Support IT inventory management by tracking and maintaining equipment records.
- Assist in setting up and managing user permissions and security settings.

Network & Security Support:

- Help troubleshoot connectivity issues related to Wi-Fi, LAN, and VPN.
- Support IT team in maintaining cybersecurity best practices.
- Ensure compliance with company IT policies and security guidelines.

Documentation & Training:

- Document troubleshooting steps, solutions, and IT processes.
- Create user guides and training materials for common IT issues.

- Provide basic training and guidance to employees on IT best practices.
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Qualifications:

Education & Certifications:

- Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field (or equivalent experience).
- IT certifications (CompTIA A+, ITIL, or Microsoft certifications) are a plus but not required.

Skills & Competencies:

- Basic knowledge of Windows, macOS, and common software applications (Microsoft Office, Google Workspace, etc.).
- Understanding of networking basics (IP addresses, routers, firewalls, etc.).
- Strong problem-solving and analytical skills.
- Excellent communication and customer service skills.
- Ability to multitask and work under minimal supervision.

Work Environment:

- Office setting with occasional remote support responsibilities.
- May require occasional travel to different company locations for IT support.
- Some on-call or after-hours support may be required.

**UKB and Tribal preference applies.
Job Description is subject to change.**

EMPLOYEE SIGNATURE & ACKNOWLEDGMENT PAGE:

Employee's Signature

Date