**IT Support Specialist**

Fouts Bros is a family-owned business since 1952 with facilities in Georgia and Texas.  Fouts Bros is proud to have become one of the largest and most diverse commercial truck manufacturers in the US.  Fouts Bros is committed to developing new commercial vehicles that provide industry-best value, quality, and dependability.

Our company's core values are quality, efficiency, continuous improvement, safety, and teamwork. We believe in conducting business with honesty and transparency, continuously seeking new ways to improve and evolve, fostering relationships with our community and supporting local initiatives, and operating in an environmentally responsible manner to minimize our impact on the planet.

**Job Summary:**

As an IT Support Specialist, you will play a crucial role in our IT department, providing technical support to our internal team members and ensuring smooth operations across all IT systems. You will have the opportunity to work with cutting-edge technology, troubleshoot complex issues, and contribute to the continuous improvement of our IT infrastructure. The position is based in Milledgeville, GA and will report to the Director of Information Technology.

**Key Responsibilities:**

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Install, configure, and maintain software applications and operating systems.
- Diagnose and resolve technical hardware and software issues.
- Set up and configure new workstations, laptops, and mobile devices.
- Manage user accounts, permissions, and access rights.
- Monitor and maintain computer systems and networks.
- Troubleshoot network connectivity issues.
- Perform routine backups and ensure data integrity.
- Collaborate with IT team members and other departments to resolve technical issues promptly.
- Document and update technical procedures and manuals.

**Qualifications and Education Requirements**

- Proven experience as an IT Support Specialist or similar role.

- College Degree in Information Technology preferred

- Solid knowledge of IT systems and applications.

- Experience with Windows and macOS environments.

- Hands-on experience with computer networks, network administration, and network installation.

- Familiarity with Active Directory and Microsoft 365 administration.

- Excellent problem-solving skills and attention to detail.

- Strong communication and interpersonal skills.

- Ability to prioritize tasks and manage time effectively.

- Relevant certifications (e.g., CompTIA A+, Microsoft Certified IT Professional) are a plus.

**Physical Requirements and Working Conditions:**

The physical demands and work environment described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This job operates in a professional office environment. This role routinely uses standard office equipment.

- While performing the duties of this job, the employee is required to type, file and/or lift up to 20 lbs.

- The employee is frequently required to hear and speak.

- The employee is required to sit, stand, move about, and use hands and arms to reach, handle or feel.

- Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Other Duties:**  Duties, responsibilities, and activities may change at any time with or without notice. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.