

Job Title – IT Support Specialist

Location – Shenzhen, China

Position Type – Full- Time

Reporting To: Director on Information Systems

AgiLight is a global leader in the LED signage lighting industry and the preferred partner of sign companies and global brands. Our focus is to bring value to our customers by enhancing and maintaining their brand image through the benefits of our LED solutions. AgiLight (dba Acolyte) is seeking a full-time (40 hours per week) The IT Specialist is responsible for providing technical assistance and support related to desktop hardware and software, printers, desk phones and mobile devices.

RESPONSIBILITIES:

- Provide technical assistance and support for incoming queries and issues related to desktop computer systems and software, desktop telephone and mobile devices
- Respond to queries either in person, over the phone and by use of remote desktop support software
- Rollout new and replacement laptops, desktops, mobile devices and desk phones
- Maintain performance of end user computer systems, mobile devices and desk phones
- Create and maintain active directory accounts and groups, as well as hosted email accounts
- Respond to email messages, phone calls and helpdesk tickets for users seeking help
- Install, modify, and repair end user computer hardware and software
- Ensure that all anti-virus and backup software is properly installed on desktop systems
- Run diagnostic programs to resolve problems
- Install computer peripherals for users and provide support for network devices such as printers, copiers and scanners
- Follow up with customers to ensure issues are resolved in a timely fashion
- Gain feedback from end users about computer usage and services rendered

REQUIREMENTS:

- Bachelor (4-year) degree, with a technical major, such as Information Systems or Computer Science
- At least 2 years of experience working in a desktop support role in a Windows environment
- Experience with Active Directory & Windows Domain Controller functions
- Understand basic networking concepts
- Microsoft MCSA or MCSE Certification is a plus
- Able to work independently and learn new skills
- Self-motivated with demonstrated ability to solve technical problems quickly

Occasional international travel and after hours\weekend maintenance activities may be required.