

Technical Support Specialist

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The **Technical Support Specialist** acts as primary contact for IT inquiries and requests for services. Responsibilities include supporting the management of EPI's UNIX, Microsoft, and network services. Assignments include both maintenance of existing systems and installation of new hardware and software.

Under limited supervision, the **Technical Support Specialist** provides leadership and coordination of project teams consisting of management, users, IT staff, and vendors. Performs systems analyst activities and makes recommendations in areas that require a high level of technical competency.

Shift: 8:00am – 5:00pm Monday - Friday

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Reviews user requirements and provides direction in the identification of problems and potential resolution
- Analyzes complex local and wide area network systems, including planning, designing, evaluating, and the selection of operating systems
- Assists with the development of technical processes to ensure the service level to customers and improve the overall quality of the department
- Isolates problem trends and ensures that troubleshooting efforts are completed for recurring problems until permanent solutions are found
- Maintains and changes backup tapes and monitors systems backup log
- Perform network administration duties to include creating, deleting, and maintaining user accounts and groups for Internet Firewall, Voice mail system, UNIX, and Microsoft systems.
- Develops and implements training improvement programs for assigned department(s)
- Recommends and analyzes process improvement activities, participating in the implementation process
- Assists in developing user documentation and departmental policies and procedures that impact the use of application systems
- Assist with or supervise data center installations or activities (as required)
- Data Center support – rack/stack/configure/cable maintenance
- Advises supervisor of incidents, problems, status on projects and recommends areas for improvement

Education and Experience

- BS or BA in Computer Science, Engineering or equivalent
- Must have 4+ years' experience with Microsoft and UNIX system administration in a high-availability environment
- Strong Knowledge of TCP/IP, LAN/WAN systems, WAN protocols, Symantec Netback up, VPN/SSL solutions, routers and switches, network monitoring tools and their usage

and security devices including VPN, and anti-virus and firewalls

- Experience with project management and Microsoft project management tools
- Excellent verbal and written communication skills
- Excellent analytical and problem-solving skills

At Epson Portland Inc., your input matters. We pride ourselves on inclusion, diversity, and individuality as our innovations come from our differing perspectives. We're steadfast in our commitment to quality, environmental conservation, and developing options and solutions for the Seiko Epson Group. Whether you've been here two weeks or twenty years, you can have an impact on the business and enjoy growth and fulfillment in your career at Epson Portland Inc. Many of our team members have been with us more than twelve years and have deep organizational knowledge to share. Founded in 1986, Epson Portland Inc. is located in Hillsboro, Oregon.

We offer an outstanding benefits package, including:

- Comprehensive, low-cost medical, dental, vision, alternative care, and prescription drug coverage
- Generous paid time off, including sick time, vacation, and holidays
- Income protection plans, including life insurance and disability programs
- Financial security plans including a 401(k) retirement plan with company matching
- Additional benefits such as educational reimbursement, an employee assistance program (EAP), employee discounts and much more

To be considered for this position, please send a cover letter with salary requirements and a resume in Word or PDF format. Reference Requisition #8805 in the subject line.

Pre-employment drug screening is required.

Epson Portland Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, disability and protected veteran status, as well as any other characteristic protected by federal, state or local law.