



Job Description – IT Support Specialist

Reports To – Senior IT Administrator

Job Responsibilities

The IT Support Specialist, located at the Axonics headquarters in Irvine, CA, will be responsible for providing technical assistance and support to employees with computer systems, hardware, or software issues. This person will also respond to queries, run diagnostic programs, isolate problems, and determine and implement solutions.

General Description and Duties:

To perform this job successfully, an individual must be able to perform each essential job task satisfactorily. The tasks listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Monitors and respond quickly and effectively to requests received through the IT helpdesk
- Responds to users queries by phone, email, or instant message
- Creates step-by-step training material with screenshots for users
- Provides technical assistance and support for incoming concerns and issues related to systems, printers, network, software, and hardware
- Documents internal procedures
- Asks educated questions and listen to users to determine root cause of issues
- Works through the problem-solving process with users, empowering them to do the same in the future
- Runs diagnostics to resolve problems
- Updates and maintains hardware and software inventory
- Reports significant and recurring issues to the tier-2 support team
- Installs, configures, and maintains software, applications, and hardware
- Deploys software updates, security patches, and firmware updates
- Plans, coordinates, and performs hardware upgrades to existing equipment
- Sets up new computers, user accounts, and groups

Projects and Other Duties:

- Performs other duties as assigned by supervisor.

Position Qualifications

- Proven experience as a Help Desk Technician or other customer service role
- Ability to diagnose and resolve basic computer/technical issues

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- Strong knowledge of Microsoft products including Windows, Active Directory, Office, SharePoint, and Exchange
 - Understanding of PC hardware and troubleshooting
 - Understanding of IP networking and Wi-Fi
 - Familiarity with common protocols such as DNS, DHCP, SMTP, SMB
 - Able to learn new skills and technology quickly
 - Be able to join a 24/7 on-call rotation
 - Energetic with outstanding customer service skills and a team-oriented approach
 - Strong verbal and written communication skills

Minimum Education:

- Bachelor's degree preferred

Minimum Experience:

- 2 years of helpdesk support experience or 1 year with BS/BA in IT, Computer Science, or related field