FFKR

IT Specialist

Location: Salt Lake City, UT

Type: Full-Time

To Apply: Please send application to employment@ffkr.com with cover letter, resume, and portfolio

FFKR is seeking a reliable and service-oriented Full-Time IT Support Specialist to help with the daily technology needs of our office. This role provides hands-on technical support for workstations, printers, mobile devices, and office systems while assisting staff with troubleshooting and technology setup. The IT Specialist works closely with the IT team to maintain reliable systems, support remote offices, and help ensure staff have the tools needed to work effectively.

This position requires strong problem-solving skills, attention to detail, and the ability to assist employees with varying levels of technical experience. The role is in-person and based in the office, with flexible scheduling up to 40 hours per week.

Education and Experience:

- Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field or equivalent work experience preferred
- 5-10 years of experience providing technical or IT support
- Experience supporting both Windows (PC) and macOS environments preferred

Competencies:

- Strong troubleshooting and problem-solving abilities
- Ability to communicate technical concepts clearly to non-technical users
- Strong organizational and time-management skills
- Ability to work independently while supporting a team environment
- Customer-service mindset with a helpful and patient approach
- Ability to manage multiple requests and prioritize tasks effectively

Skills & Software:

- Windows (PC) and macOS operating systems
- Microsoft 365, including Outlook and Teams
- VPN and Remote Desktop tools
- Basic networking and workstation configuration
- Printer and office hardware troubleshooting

Duties and Responsibilities:

- Set up, maintain, upgrade, and troubleshoot PC and Mac workstations
- Diagnose and resolve hardware and software issues
- Install and configure workstation software for PC and Mac systems
- Support printer operations including toner replacement, clearing jams, coordinating repairs, and upgrades
- Perform moves, adds, and changes for workstations and desk phones
- Assist with cell phone configuration, including email and Microsoft Teams setup and troubleshooting
- Install and troubleshoot VPN and Remote Desktop connections for home or personal computers
- Set up new project and proposal folders and manage access permissions
- Provide technical support for remote office locations
- Orient and train new employees on workstation setup, printers, and office technology
- Maintain internal systems including the intranet employee database, lunch ordering system, and project search tools
- Coordinate internal auctions or disposal of outdated office equipment
- Provide recommendations for new technology purchases or equipment upgrades
- Assist in maintaining organized IT inventory and documentation

All persons hired must be legally authorized to work in the United States at the time of employment. FFKR Architects is an at-will employer. That means that either you or FFKR are free to end the employment relationship at any time, with or without notice or cause. Nothing in this document or FFKR policies or procedures, either now or in the future, are intended to change the at will nature of our relationship.