

IT support specialist job description

Updated October 17, 2026. Written and reviewed by the HRTally Research Team. Replace everything in [brackets].

Details

- Department: [Department]
- Reports to: [Manager title]
- Location: [City, State, or remote]
- Employment type: [Full-time, part-time, or seasonal]
- FLSA status: Nonexempt
- Pay range: [\$X to \$Y per hour]

About [Company]

[Two or three sentences about what your company does, who it serves, and why people like working here.]

Job summary

We're hiring an IT support specialist to help our employees with hardware, software, and account issues, and keep our technology running smoothly.

What you'll do

- Respond to help desk tickets, calls, and chats, and resolve issues quickly.
- Set up, configure, and support laptops, phones, and peripherals.
- Manage user accounts, access, and password resets.
- Troubleshoot software, network, printer, and video conferencing issues.
- Onboard and offboard employees' devices and access.
- Maintain hardware and software inventory.
- Document solutions in the knowledge base.
- Escalate complex issues to systems or security teams.

What you'll need

- One or more years of help desk or IT support experience.
- Knowledge of Windows, macOS, and [Microsoft 365 or Google Workspace].
- Strong troubleshooting and customer service skills.
- Ability to explain technical issues in plain language.

Nice to have

- CompTIA A+ or similar certification.
- Experience with [Intune, Jamf, or other device management].
- Basic networking knowledge.

Skills

Troubleshooting, Customer service, Hardware and software setup, Documentation, Patience, Security awareness.

Physical demands and work environment

Office, hybrid, or remote setting. May require lifting equipment up to 40 pounds and occasional after-hours support.

Pay and benefits

[\$X to \$Y per hour], based on experience and location. [List benefits, such as health insurance, retirement plan match, paid time off, and training.]

Equal opportunity

[Company] is an equal opportunity employer. We consider all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other status protected by law. If you need a reasonable accommodation to apply or interview, contact [name] at [email or phone].

Hiring notes for HR and the hiring manager

Pay data

- Median hourly wage: \$29.74 (BLS OEWS, May 2025, SOC 15-1232, Computer user support specialists).
- Median annual equivalent: \$61,860 (hourly median x 2,080 hours).
- Mean annual wage: \$67,330.
- Check state and metro data at bls.gov/oes before setting your range, and include the range in postings where the law requires it.

Exempt status and legal notes

FLSA status: Nonexempt (overtime eligible). Duties and pay decide overtime eligibility, not the job title.

The DOL has stated that help desk and IT support employees who install, configure, and troubleshoot equipment are generally not exempt under the computer employee exemption, because their primary duty isn't systems analysis, design, or programming. Pay overtime and track on-call time carefully. Time spent on call can be compensable when restrictions keep employees from using the time for their own purposes.

How to customize it

- State ticket volume and the number of users supported.
- List supported systems and tools.
- Explain on-call and after-hours expectations.
- Mention certification support.

Interview questions

1. A user can't connect to Wi-Fi. Walk me through your troubleshooting.
2. How do you handle an executive who wants their issue fixed first?
3. Tell me about a time you explained a technical problem to someone non-technical.
4. What would you do if you suspected a phishing attack?

Before you post

- Separate required from preferred. Required means you won't hire without it. Everything else is preferred. Long required lists screen out qualified people.
- Describe physical demands and environment. Lifting, standing, shifts, travel, noise, temperature. This sets honest expectations and supports an ADA essential functions record.

- State the pay range. Required in a growing list of states and cities, and expected by candidates everywhere else.
- Say exempt or nonexempt. Decide based on duties and salary before you post, and keep the classification consistent with how you pay.
- Name required licenses and checks. Licenses, certifications, background checks, drug tests, and driving record reviews, with the timing of each.
- Add the accommodation and EEO statement. Tell candidates how to request a reasonable accommodation, and include your equal opportunity statement.

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