

Help Desk / Administrative Support Specialist

Job Descriptions

Job Title

Help Desk / Administrative Support Specialist

About the Company

EZ-IT is a well-established technology support and IT services business that has served clients in the Rifle and greater Grand Junction for more than 21 years. We provide practical, reliable, and personalized technology support for individuals, families, small businesses, and organizations.

Our work includes helping clients solve everyday technology problems, set up devices and software, improve their systems, and feel more confident using technology. As a small business built on trust, clear communication, and long-term client relationships, we are looking for a dependable and motivated person to help support daily operations and client service.

Position Summary

We are seeking a part-time **Help Desk / Administrative Support Specialist**

to help with appointment coordination, client communication, administrative organization, and basic technology support tasks.

This is an **entry-level, skill-building position** for someone with training or interest in IT who would like to grow through hands-on experience. The role is ideal for someone who is organized, professional, patient with clients, and eager to learn more about technology support.

The Technology Support Assistant will work closely with the business owner to help manage client requests, schedule appointments, prepare for service visits, document work, and complete basic support tasks. This position will help free the owner to focus on more complex technical projects while ensuring clients continue to receive responsive, professional service.

Key Responsibilities

Client Communication and Scheduling

- Serve as a friendly and professional point of contact for clients.
- Answer or respond to phone calls, emails, and messages as directed.
- Coordinate appointments, service calls, and follow-up communication.
- Gather basic information about client needs before appointments.

- Confirm appointment details and help maintain the service calendar.
- Provide patient, reassuring communication to clients who may be confused or frustrated by technology.

Administrative and Business Support

- Maintain organized notes about client requests, appointments, and completed work.
- Track follow-up items and help ensure tasks are completed in a timely manner.
- Assist with preparing information, equipment, or supplies before client visits.
- Help organize client records, service notes, and project details.
- Support basic office and business operations as needed.

Basic Technology Support

- Assist with common technology issues under the direction of the owner.
- Help clients with basic computer, phone, tablet, email, printer, and internet questions.
- Support simple software setup, updates, and account configuration.
- Assist with device setup, file organization, backups, and basic troubleshooting.
- Help explain technology steps to clients in clear, simple language.
- Escalate more complex issues to the owner when needed.

Learning and Growth

- Learn practical IT support skills through real client situations.
- Develop confidence troubleshooting common technology issues.
- Receive guidance and mentoring from the business owner.
- Take on additional technical responsibilities as skills and experience grow.

Required Qualifications

- Interest, training, coursework, or early experience in IT, computer support, technology, or a related field.
- Basic understanding of networking, Windows OS, MAC OS, WiFi, printers, computers, mobile devices, and common software.
- Strong communication and customer service skills.

- Good organizational skills and attention to detail.
- Ability to explain basic technology concepts in simple, non-technical language.
- Dependable, professional, and punctual.
- Willingness to learn, ask questions, and take direction.
- Ability to handle client information with confidentiality and care.
- Valid driver's license and reliable transportation, if client visits are required.

Preferred Qualifications

- Previous customer service, office support, help desk, or technology support experience.
- Familiarity with Windows, macOS, smartphones, tablets, printers, and Wi-Fi.
- Experience with Microsoft 365, Google Workspace, email setup, or cloud storage.
- CompTIA A+, Google IT Support Certificate, or similar training is helpful but not required.
- Comfortable communicating with clients by phone, email, and in person.

Ideal Candidate

The ideal candidate is someone who enjoys helping people, is calm and patient, and wants to grow in the technology field. This person does not need to have advanced technical knowledge, but should be dependable, curious, organized, and comfortable working with clients who may need extra guidance.

Schedule and Compensation

This position may be structured as **20 hour per week**, with the opportunity to grow as business needs expand. Compensation is \$18-22/hour with incentives and opportunities for growth. This will be based on experience, skills, and the final scope of the role.

How to Apply

Interested candidates should send a resume and brief note of interest to **support@ez-it.biz** Please include any relevant technology training, certifications, customer service experience, or administrative experience.

Short Posting Version — Basic/Admin Track

Help Desk / Administrative Support Specialist

A well-established IT support business with more than 21 years of experience is seeking a **Help Desk / Administrative Support Specialist**

to help with client communication, appointment scheduling, administrative organization, and basic technology support.

This is a great entry-level opportunity for someone with IT training or interest in technology who wants to gain hands-on experience. Responsibilities include coordinating appointments, gathering client information, documenting service notes, helping with common computer and device issues, and supporting the owner with day-to-day client service needs.

The ideal candidate is dependable, organized, professional, patient with clients, and eager to learn. Basic familiarity with computers, email, printers, mobile devices, Wi-Fi, and common software is helpful.

Send a resume and brief note of interest to **support@ez-it.biz**.