Position Summary:

We are seeking an **IT Support Specialist** to join **R.K. Steel, Inc.** at our **Fredonia, KS** location. This role supports internal operations by maintaining hardware, software, and network systems, troubleshooting user issues, and assisting with technology deployment across departments.

Key Responsibilities:

- Provide hands-on support for desktops, laptops, iPads, printers, and other hardware.

- Troubleshoot software issues across business-critical applications.

- Assist with user account setup and access permissions across systems.

- Monitor and maintain network connectivity, Wi-Fi stability, and basic server health.

- Support device provisioning, including iPads and laptops, and mobile device management.

- Provide technical support for computerized CNC equipment, including software updates, connectivity troubleshooting, and coordination with machine vendors.

- Coordinate with external vendors for escalated support, software renewals, and warranty claims.

- Document IT procedures, troubleshooting steps, and system configurations for internal reference.

- Assist with cybersecurity protocols, including phishing response and endpoint monitoring.

- Collaborate with other departments to improve tech workflows and ensure smooth system adoption.

- Anticipate and plan company-wide IT-related projects based on operational needs.

Skills & Qualifications:

- **Experience:** Prior experience in IT support, help desk, or systems administration preferred.

- **Technical Proficiency:** Familiarity with Microsoft 365 apps, Windows OS, PC/server hardware, and basic networking.

- **Troubleshooting:** Strong diagnostic skills with a methodical approach to resolving technical issues.

- **Versatility:** Comfortable wearing multiple hats in a small business setting, with a proactive approach to solving cross-functional challenges.

- **Documentation:** Ability to create clear, user-friendly guides and maintain organized records.

- **Communication:** Professional and approachable demeanor with strong verbal and written skills.

- **Collaboration:** Comfortable working across departments and supporting local and remote users.

- **Security Awareness:** Understanding of basic cybersecurity practices and incident response.

- **Adaptability:** Willingness to learn new systems and pivot as technology evolves.

- **Efficiency Mindset:** Ability to identify tech improvements that save time, money, and reduce risk.

Compensation & Benefits:

- **Pay is commensurate with experience.**

- **Benefits available after a 90-day introductory period**, including:

  o Health w/ optional Dental Insurance (multiple plans)

  o Optional Supplemental Insurance

  o Retirement Plan eligibility after two years

  o Paid Time Off (accrued)

  o Paid Holidays

How to Apply:

1. Complete an application at www.rksteelinc.com/jobs.

2. Send resume and references to hr@rksteelinc.com.

   Pre-employment physical and drug screening required.