



<https://excelnearshore.com/job/it-support-specialist/>

IT Support Specialist

Description

Excel Nearshore is looking for an **IT Support Specialist** to work with a leading company in the medical device industry, specializing in the design, development, and manufacturing of medical devices across the full product lifecycle. The Information Systems Support Specialist is responsible for ensuring the availability, continuity, security, and proper operation of the organization's IT infrastructure. The position combines end-user technical support, network and server administration, information security, virtualization, backup and recovery, asset management, documentation, and support for enterprise systems, ensuring that technology contributes reliably and efficiently to operations.

Provide technical support and administer the organization's technology infrastructure by resolving incidents, preventing failures, managing critical platforms, and participating in improvement, automation, business continuity, and digital transformation projects.

This is a full-time, hybrid position based in Cartago, Costa Rica, requiring 3–4 days onsite per week, with the option to work remotely 1–2 days per week.

Responsibilities

- **Technical support:** Assist users, resolve hardware, software, and connectivity incidents, and manage tickets.
- **Networks and connectivity:** Administer LAN/WAN networks, routers, switches, VPNs, and wireless connections.
- **Information security:** Manage firewalls, antivirus solutions, access, permissions, and security policies.
- **Servers and virtualization:** Administer Windows Server, Active Directory, VMware, Hyper-V, and cloud services.
- **Backup and continuity:** Oversee backups, restorations, and information recovery.
- **Enterprise platforms:** Support Microsoft 365, ERP, MES, and other corporate applications.
- **Asset management:** Manage inventories, licenses, equipment, and technical documentation.
- **Vendors and projects:** Support procurement, technology renewals, implementations, and infrastructure improvements.
- **Automation:** Develop tools and reports using Power BI, Power Apps, Python, or other technologies, according to business needs.

Qualifications

- Technical degree, associate degree, bachelor's degree, or licentiate degree in Information Systems, Computer Science, Networking, or a related field.
- Minimum of 2 years of experience in technical support or IT infrastructure.
- Windows Server, Microsoft 365, Active Directory, networks, firewalls, virtualization, and backup platforms.
- Knowledge of data protection, disaster recovery, and business continuity.

Hiring organization

Excel Nearshore

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Indefinite

Industry

MedTech

Job Location

Cartago, Costa Rica

Date posted

October 16, 2026

- Fluent Spanish; technical English preferred.

Competencies and skills

- Customer focus and problem-solving.
- Attention to detail and documentation.
- Confidentiality and responsibility.
- Teamwork and autonomy.
- Effective communication and stress management.
- Proactivity and continuous improvement.

Contacts

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