



IT SPECIALIST

Department: Information Technology

Reports to: Vice President, Information Technology Manager

Job Description:

We are seeking a talented IT Specialist who's a team player and looking for an opportunity to grow. The position will be responsible for supporting the day-to-day operations of the computer network & making sure that network systems keep communications and information flowing smoothly. The ideal candidate will be a self-starter that has strong hardware experience, MS Office skills, moderate Windows Server and Windows 10 knowledge, strong interpersonal skills, and moderate network skills.

The successful candidate will be expected to:

- Work with all Department Heads to access or address customer issues and complaints.
- Assist and comply with all audit requests, both internal and external
- Work closely with Branch Staff and customers when technical issues or questions arise via in person, by email, or by phone
- Ensures that all staff are up to date and trained on our current systems and provided day to day support
- Monitor day to day operations of the servers and networks
- Occasionally perform heavy lifting of equipment, up to 70 pounds

Job Requirements:

1. 1-3+ years practical IT experience
2. Strong hardware and Microsoft Office skills
3. Moderate understanding of networking fundamentals (routing, wired, and wireless networks)
4. Moderate understanding of Microsoft technologies (Server, W10, Exchange, Active Directory)
5. Moderate understanding of VMWare technologies
6. Moderate understanding of SMTP, DNS, DHCP, and TCP/IP protocols
7. Moderate understanding of Microsoft Cloud technologies such as O365 (Azure a plus but not required)
8. Strong troubleshooting skills and ability to multitask
9. Demonstrate attempts at independent continuing education (certifications)
10. Strong interpersonal and communication skills along with a great attitude
11. Goal-oriented personality with specific career objectives
12. Open-mindedness and a willingness to learn new technologies and concepts