

IT SUPPORT SPECIALIST

The IT Support Specialist provides first-level support in response to staff requests for assistance, handling routine questions about installation, operation, and usage of computer system software and business applications and is also responsible for Audio Visual (AV) and public address (PA) set up and video production support. This position works a prescribed number of hours per pay period and may occasionally work less hours one day to make up for longer hours worked another day.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Assists on-site and remote employees with help desk tickets and technology issues during and after work hours. Trains individual users on technology practices. Maintains call log and ensures technical support issues are escalated to IT Director for resolution.
- Maintains and troubleshoots devices and systems, hardware, and software.
- Follows maintenance protocols to ensure systems are secure and ready for users.
- Tests software and policies on various systems before implementation.
- Documents network/system problems and resolutions for future reference.
- Maintains user accounts, permissions, email, anti-virus and anti-spam systems.
- Reviews logs and reports adhering to discrepancies.
- Maintains an inventory of all IT equipment.
- Maintains large office multifunction printers.
- Monitors and configures IP office telephone network software.
- Designs, edits, and manages permissions for team web sites utilizing Microsoft SharePoint.
- Sets up, operates, maintains and repairs equipment used to enhance live events, such as microphones, video recorders, projectors, lighting and sound mixing equipment.
- Records meetings and presentations with video cameras, operates spotlights, adjusts amplifiers, and provides technical support for meetings, teleconferences, and webinars. Some domestic and international travel is required.
- Edits and produces videos for meetings assemblies and publishes to social media networks; maintains video repository.
- May occasionally be asked to move furniture for meeting room configurations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge

- Associate degree in a related field or equivalent technical certification.
- Network hardware (i.e., workstations, servers, switches, routers, firewalls, printers, NAS, smartphones, and cloud servers/services).
- Network software including, but not limited to Anti-Virus, Office 365, Windows Server 2008+, AD, DNS, DHCP, Backup Software, Microsoft Exchange 2013, VPN, RDP.

Skills and Abilities

- Great attention to detail and strong customer service orientation.
- Ability to present ideas in user-friendly language.
- Technical problem-solving skills.

- Ability to work in a deadline-pressured environment.
- Ability to learn and utilize video and photo editing software.
- Ability to learn quickly and adapt to rapidly evolving user requirements and advancement in new software, administrative tools and technology.
- Ability to conduct research on a wide range of computing issues as requested.
- Highly self-motivated and directed.

Experience

- A minimum of two years of experience in a Microsoft Windows environment. Video operation and AV support is desired.

PHYSICAL DEMANDS

- Able to lift at least sixty pounds (i.e., speakers and other AV/PA equipment).
- Must be able to sit or stand for long periods of time, kneel or crouch, and have good hearing and eyesight.
- Must be able to communicate with individuals by telephone, email and in person.
- Domestic and international travel is required and is currently at around 10%.

Individuals interested in applying for this position should send their resume and cover letter with salary requirement to Careers@ilsi.org and reference the code ITS042018.