Job Title: IT Specialist

Reports to: IT and Communications Manager

Position Summary:

The IT Specialist provides technical assistance to computer system users, answers questions and resolves computer problems for end users.

Description of Duties:

- Observe and maintain system performance and functionality by managing network devices, data and system administration; Schedule, store backup, retrieve and manipulate data for analysis of system capabilities and requirements
- Configure and maintain physical and virtual servers, networking equipment and personal computers and laptops
- Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support
- Install and perform repairs to hardware, software, and peripheral equipment following design or installation specifications
- Inspect equipment, read order sheets and set up equipment for end uses, ensuring proper installation of cable, operating systems and software
- Respond to end users inquiries regarding computer software and hardware operation to resolve problems
- Maintain records of communication transactions, problems and action taken
- Refer major hardware or software problems or defective products to vendors or technicians for service; Coordinate technicians engaged in problem-solving, monitoring and installing hardware and software equipment
- Confer with end users to establish requirements for new systems or modifications; Determine scope and priorities of projects, discuss system capacity, and equipment needs
- Prepare evaluations of software or hardware and recommend improvements or upgrades; Modify and customize programs for internal use
- Develop training materials and train end users in the proper use of hardware and software
- Conduct office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis
- Review reports of computer and peripheral equipment production, malfunction, and maintenance to determine costs and impact, and address problems
- Develop, maintain, and test disaster recovery plans
- Maintain inventory of IT assets and consumables products
- Complete all other duties as assigned

Qualifications:

- Bachelor's degree in Computer Science or related field from a four-year accredited college or university or equivalent years of education and experience (i.e. MCSE, CNE, CCNA, etc.)
- 5 or more years of experience working in an IT environment setting
- Proficiency in a Windows based environment required
- Proficiency MS Office 365; Active Directory, Switches, Routers, DNS, DHCP; Virtualization Fortinet, SQL Server, MS RDS, C# and Crystal Reports
- Strong analytical and data evaluation skills
- Strong verbal and written communication skills with the ability to work with a diverse leadership team, staff, contractors and vendors
- Strong verbal and written communication skills with the ability to write reports, business correspondences and procedure manuals and present information effectively
- Ability to read, analyze and interpret professional and technical periodicals or journals
- Ability to plan, organize and prioritize with attention to detail and meeting tight deadlines
- Ability to use good judgment and make sound decisions
- Ability to work independently and manage time effectively to accomplish department goals
- Ability to sit, stand and walk, use hands and feet, climb or balance, stoop, kneel, crouch, crawl and lift or move a minimum of 50 pounds; Specific vision abilities required to include close vision and ability to adjust focus and distinguish between visual colors
- Must be eligible to work in the U.S. and successfully pass a pre-employment background check, drug and alcohol screening and be willing to comply with the DTO Drug and Alcohol Policy