System Support Specialist

The Systems Support Specialist works for the Systems and Information Technologies (IT) department, under the supervision of the Chief Technology Officer. The Systems Support Specialist assists the Chief Technology Officer in providing technical assistance to faculty, staff, and students and managing IT inventory, network infrastructure and daily operations of the IT department.

Specific Duties:

- Assist the CTO to manage, monitor, expand, and document internal network infrastructure (servers, routers, switches, fiber, ethernet, and other networking machines).
- Assist the CTO to manage, monitor, and expand hardware and software inventory (workstations, laptops, video projectors, audio systems, etc.).
- Assist the CTO to implement, manage, and monitor data backup plans and disaster recovery protocols for the entire IT inventory and network infrastructure.
- Support end-users (faculty, staff, students) with troubleshooting web-based applications, hardware, and network connectivity issues, in a prompt manner.
- Provide training to end users on hardware and software programs as needed.
- Install and configure new hardware (servers, computers, printers, and other peripheral equipment).
- Maintain, repair, and upgrade existing IT equipment, keeping a log of all repairs and upgrades.
- Support and maintain CMS websites (Drupal, Joomla, etc.).
- Complete administrative tasks, as required, with accuracy and attention to detail.
- Assist the IT Department with other related tasks, under the direction of the CTO.

Requirements:

- Bachelor's degree in related field, preferred; industry certifications are a plus
- Minimum two-year experience in a similar position
- Highly experienced in:
    - Microsoft Windows Server OS 2008/2012/2016/2019
    - Microsoft Active Directory administration
    - Group Policy management
    - Firewall, Cisco switch management, and wireless access points
    - Mac OS/Windows
    - Microsoft Office
    - Cloud technologies, including Google Workplace, Microsoft 365, and AWS
- Strong communication & time management skills

This is a full-time position and includes benefits. Salary is commensurate with experience.

Please email resume and cover letter to tech@svots.edu