St. Vladimir's Orthodox Theological Seminary

Position Announcement for
Systems Support Specialist

Status: Full-time, exempt
Reports to: Chief Technology Officer

Summary of Position: The Systems Support Specialist works for the Systems and Information Technologies (IT) department of St. Vladimir's Orthodox Theological Seminary, under the supervision of the Chief Technology Officer. The Systems Support Specialist assists the Chief Technology Officer in managing daily operations of the IT department.

Areas of Responsibility and Duties

The duties of the Systems Support Specialist include (but are not limited to):

- Regularly assessing infrastructure to ensure it meets necessary demands;
- Developing new strategies and IT procedures to increase efficiency, enhance workflow, and improve user satisfaction;
- Developing and maintaining local networks in ways that optimize performance;
- Coordinating the needs of in-house IT experts and remote employees, vendors, and contractors;
- Protecting customer data from outside infiltration through encryption, secure data storage, and other necessary means;
- Ensuring security and privacy of networks and computer systems;
- Assisting with installation of new hardware and software and training employees on its use;
- Designing and installing well-functioning computer networks, networks, and cabling;
- Performing troubleshooting for system failures and identify bottlenecks to ensure long-term network efficiency;
- Diagnosing and resolving other problems (replacing or repairing parts, debugging, etc);
- Maintaining and repairing of hardware and peripheral devices;
- Inspecting LAN infrastructure to fix problems/bugs;
- Testing and configuring software;
- Organizing and scheduling upgrades and maintenance without disrupting employees' and students' work;
- Conducting and monitoring regular data backups to protect the Seminary's information;
- Providing technical direction and offering comprehensive advice and instructions to co-workers on computer and network usage;

- Setting up workstations with computers and necessary peripheral devices (routers, printers, etc);
- Checking computer hardware (HDD, keyboards, etc) to ensure functionality;
- Installing and configuring appropriate software and functions according to specifications;
- Maintaining record/logs of repairs and fixes and maintenance schedule;
- Identifying computer or network equipment shortages and placing orders;
- Documenting infrastructure, procedures, instructions, policies, and network schematics;
- Other work-related duties as assigned.

The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Requirements/Skills

The successful candidate will possess the following:

- Bachelor's degree or higher in related field preferred, but not required;
- Prior experience in Information Technology, Information Systems, or Computer Science
- Basic knowledge of troubleshooting and maintaining Windows servers

Application Instructions

Please email a cover letter expressing interest in the position, being as specific as you can while detailing relevant professional experience, education, and training, along with a resume. Include in your application the names and contact information of at least four professional references and email it to mringa@svots.edu.