

Holy Family Institute

IT Support Specialist

Reports to: Director of Infrastructure & Technology

Location: Main Campus

Hours: Full-time. Flexibility for weekends and evenings as necessary to meet the needs or to complete projects. 365/24/7 on call support

The IT Support Specialist is responsible for supporting and maintaining in-house technology equipment and assets; this includes installing, configuring, diagnosing, repairing, and upgrading all company hardware and software, while ensuring its optimal performance. The individual will also troubleshoot problem areas in a timely and accurate fashion and provide end user training and assistance where required.

Duties and Responsibilities:

- Works with end-users to advise and assist with IT issues in the customer environment.
- Works closely with operations, customers, and outside vendors to effectively plan, deploy, and maintain production environment.
- Works with vendors on the implementation for on-premises installations of the software.
- Provide configuration recommendations and assistance to include troubleshooting and de-bugging support for implementation projects and initiatives.
- Participates in after-hours support for the production environment, including on-call support. This will include supporting upgrades or troubleshooting activities that must take place outside business hours.
- Creates and maintains up-to-date documentation on production environment.
- Provides technical support and coordination with technical support to assist with troubleshooting and work to solve technical and operational problems.
- Complex, varied, non-standardized tasks, processes, or operations of considerable importance to ensure the up time of end-user applications.
- Consistently exercises initiative and independent judgment, applying knowledge and experience as well as general guidelines and policies.
- Performs such other duties as the supervisor may deem necessary.

Qualifications:

Associates degree in Information Technology, MIS, or Computer Science; Minimum 3 years' experience in related field. Should have 3-5 years of administrative experience dealing with Windows and Mac Windows operating systems. Competency in systems administration including system installation and configuration, fundamentals of security, installing and configuring third-party software, managing networks, and system accounts, and printing systems.

- Working knowledge of fundamental operations of enterprise software, hardware, and other equipment.
- Excellent oral and written communication skills a must.
- Able to learn fast and support new software application.
- Ability to multitask while displaying a strong attention to detail.
- Able to work with or without direct supervision.
- Able to work in a team and independently.
- Experience working with customer support.
- Must possess solid analytical, problem solving, and interpersonal skills.
- Knowledge of manufacturing and/or construction industry is a plus.

Work Context:

- A high degree of accuracy and exactness is extremely important in the performance of this job.
- Due to stringent schedule requirements, it is sometimes necessary to work additional hours above and beyond a typical 40hour week to complete an assigned task.
- Present yourself in a professional and courteous manner at all times.

Technical Skills:

Experience administering Cloud security- Azure

Experience with Operating Systems: Windows, Mac (laptops, mobile devices)