

Position Summary:

The IT Field Support Specialist will be responsible for contributing to the design, implementation, modification, and management of network and server scenarios. This position requires moderate skills with a high level of proficiency to analyze, research, and implement Servers and Networks. The IT Field Support Specialist will work closely with Senior Support Engineers and the IT Director.

Primary Duties and Responsibilities:

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

- Configure, support, and maintain routers, switches, network appliances, firewalls, and other communication devices
- Configure, support and maintain Windows Servers for specific roles.
- Prepare technical documentation necessary to communicate ideas, concepts, and details necessary to accomplish specific goals
- Responsible for system performance; supports/troubleshoots voice/network issues and coordinates installation of such items as servers, routers and switches
- Responsible for monitoring and control of the status and performance of on-line servers and network systems
- Interface with Customer Support and Infrastructure teams to resolve problems in a timely manner. May communicate with clients to provide quick and accurate problem determination/update.
- Determine priority of action and additional resources required, based on severity of service interruption.
- Draft and maintain technical documentation, processes, procedures, and network diagrams
- Install, configure and/or support technical components, operating systems, network equipment and software, middleware components and network applications
- Participate in the planning, design and implementation of projects and IT initiatives
- May be required to provide on-call service with other department employees

- Perform other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience with routers and switches
- Experience with Windows Server environments
- Experience with IT security processes and documentation
- Demonstrated knowledge and experience in TCP/IP addressing and calculations

- Understanding of wide area network components (Ethernet and MPLS) and routing and switching with intermediate knowledge in the following areas: Network design, network security concepts, 802.11x wireless, and MPLS
- Knowledge of configuring Windows Active Directory and Group Policy

ADDITIONAL SKILLS:

- * Experience in Windows Server administration including, but not limited to, Active Directory, Group Policy, Exchange Services, and DNS.
- * Experience in WLAN technologies including, but not limited to, WLAN campus deployments as well as point to point and point to multipoint technologies.
- * Virtual Server management (I.E. VMware, HyperV, AWS, Azure, Etc...) experience.
- * Ability to operate independently and manage complex assignments
- * Ability to maintain the highest level of confidentiality
- * Excellent communication and interpersonal skills to effectively convey complex and detailed technical information to a diverse population
- * Ability to complete multiple tasks simultaneously while adhering to strict deadlines
- * Solid analytical, problem-solving, decision-making and time management skills
- * Excellent organizational and planning skills
- * Intense focus on detail and accuracy of work
- * Ability to work as part of a multi-disciplined team of technology engineers
- * Must be able to pass background check
- * Must be able to pass drug screening