

POSITION: Information Systems Technician
REPORTS TO: Information Systems Administrator
SALARY: \$25,000-\$33,000
FLSA: **Non-Exempt**

GENERAL DESCRIPTION

Responsible for assisting in the maintenance and management of the Early Learning Coalition's (ELC) data bases and information technology systems. Responsible for assisting the Information Systems Administrator in the maintenance and management of Information Systems hardware and software. Provides support for staff users of the various ELC data processing systems, to include systems operations training. Assist implementation of data management systems.

ESSENTIAL JOB FUNCTIONS

1. Primary agent for daily Information Technology (IT) User support and issue resolution with local server and data systems troubleshooting as assigned.
2. Primary individual responsible for configuration, daily management, and maintenance of Coalition SharePoint under supervision of the Information Systems Administrator.
3. Primary individual responsible for monitoring and maintaining Coalition file storage and related technologies (excluding EFS database).
4. Assist ISA to configure, deploy, maintain, troubleshoot, and back up Windows based work stations and servers. Responsibilities will also include ensuring connectivity, and client/server interoperability.
5. Assist with maintaining, and troubleshooting multiple VMWare ESXi hypervisor installations, as well as multiple virtual servers.
4. Assist ISA with hardware and software testing and evaluation to determine best solutions and support options for new technology implementation opportunities.
5. Assist with Workstation, Server, and Network Equipment firmware, software, and security updates as required including after-hours testing/service to mitigate ELC systems downtime.
6. Assist with backup system management using implemented solution(s) including, but not limited to local backups, offsite transfer, recovery, and temporary virtual server setup and/or colocation.
7. Assist with configuration, maintenance, and troubleshooting as applicable for multiple databases (MinuteMenu, SharePoint, OEL VPK and SR unified system, and Quickbooks).
8. Assist in monitoring of server/router/firewall activity for malfunctions and errors, resolving errors as necessary to mitigate ELC downtime and maximize uptime.
9. Assist ISA with Office 365 management, maintenance, and user management.
10. Assist with management of Early Learning Coalition web site.
11. Assist in administering VOIP telephone system and troubleshooting user issues.
12. Perform printer troubleshooting, configuration, and maintenance including network printers.
13. Assist with Anti-Malware Solutions configuration and management.

14. Attend meetings, as required. Some out of town travel/meetings may be required.
15. Perform other duties as assigned.

Please Note: These essential job functions are not to be construed as a complete statement of all duties performed. Employees may be required to perform other job related marginal duties as required.

MINIMUM QUALIFICATIONS

1. Associate's degree in computer related field or 2 years' experience in IT Service Professional or nonprofessional experience as described in duties above.
2. Minimum of three (2) years' experience in servicing and/or maintaining computing devices.
3. Must possess valid driver's license with no record of criminal driving offense or license suspension for point's accumulation.
4. Pre-employment Level 2 background screening is required.
5. Transportation for local travel is required.

PREFERRED SKILLS

- Proficient use of Microsoft Office including Word, Excel, and PowerPoint
- Experience supporting Windows Server 2008, and Windows Server 2012, including active directory.
- Knowledge of vmWare vSphere, vCenter Server, and ESXi 5.x
- Knowledge of enterprise level onsite and offsite backups (VEEAM)
- NAT, SAN, iSCSI, and other network storage technologies
- Understanding of Virtual Private Networks (VPN), Routing Protocols, Virtual Local Area Networks (VLANS), DNS, DHCP, and other network technologies
- Web design and some HTML
- Knowledge of SQL and Oracle database
- Ability to communicate (in oral and written format) effectively.
- Ability to review and evaluate plans and programs.
- Ability to maintain a liaison relationship with other agencies.
- Ability to plan, organize and coordinate multiple work assignments.
- Ability to establish and maintain effective working relationships with others.
- Strong organizational and problem solving skills.
- Effective records management practices.

ESSENTIAL PHYSICAL REQUIREMENTS

Frequently sit, stand, walk, twist at the waist, and routinely operate a computer keyboard, telephone, copier and fax machine. Able to operate an automobile. Medium (less than 50 pounds) lifting occasionally required.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.