# IT Support Specialist

General Summary:

The position is responsible for all aspects of system administration, including the local and cloud-based server infrastructure, desktop and laptop computers, switching systems, wireless networking, unified communications system, and other building technologies as required.

Essential Job Duties:

1. Supports all forms of hardware's and applications in the organization.
2. Responsible for supplying and monitoring Internet access and IP telephony, including remote locations.
3. Resolve end user hardware and software problems in a timely fashion.
4. Assists residents with access to wireless networking and facility-provided phones.
5. Manage ticketing system for the resolution of employee and resident issues and perform resolution or escalation to third party vendor.
6. Assist with weekend programs and setting up video streaming during the weekends.
7. Work with Network Administrator to improve processes in the organization and help out all other duties as assigned.
8. Monitor the IT messages groups.
9. Troubleshoot exchange issues for end users in Office 365.

Other Duties:

1. May require flexible hours (weekends, evenings, and holidays).
2. Must have reliable transportation.
3. Able to lift and/or carry objects in excess of 25lbs.
4. Utilize outstanding phone skills.
5. Utilize excellent computer skills. Should be able to effectively use Microsoft Word, Excel, Outlook and Reps Management System.
6. Willingness to learn new technologies and grow
7. Understand basic network gears and environment like Meraki platform, CUCM, Hyper-V servers, VPN and Office365.
8. Proficiency in Matrix Care/Answers on Demand Enterprise software and Windows 10
9. Administer adds/moves/changes (MAC) within Cisco Unified Communications.
10. Operates as the member of a team both within the department and across departments.
11. Understand VLANs and Wi-Fi and Air Media.
12. Perform other duties as assigned.
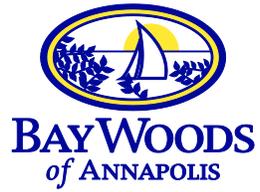
Qualifications:

1. Great customer service relation and ability to work with senior citizens
2. Experience in all Microsoft Office Applications.
3. Excellent verbal and written communication skills.
4. Solid presentation skills (small and large group)
5. Excellent skills in Cisco Meraki devices and Platform.