Position Title: IT Support Specialist

Reports to: Director of Information Technology

Position Summary: This position will serve as the front lines of IT operational support and is required to know how to identify, resolve, troubleshoot, and proactively remediate any technical issues in an effective manner. Position is responsible for assisting with backend server system support under the direction of the IT Director and working alongside support vendors. The specialist is responsible for assisting, to the best of their ability, with maintaining telephone systems, peripherals & equipment, networks, communications equipment, and providing support for software and hardware needs. Position will require basic Windows server system knowledge and networking fundamental concepts as well as networking support tools, such as crimpers, cable testers, butt set and LAN tracers, as needed. Position will respond to IT tickets, isolate problems, determines issues, and implements solutions. Direct contact with all users, via phone or in person will be required.

Essential Functions:

➢ Provide daily IT operational support for incoming incidents and issues related to computer systems, software, and hardware.
➢ Respond to incidents either in person or over the phone and train users when applicable & follow up with end users to ensure issue has been resolved.
➢ Assist with onboarding of new users as it relates to account, hardware, and application setup.
➢ Assist with maintaining Cisco Call Manager, setup and troubleshoot Cisco VOIP phones, utilizing support vendor when required.
➢ Resolve basic technical problems with local area network, create and troubleshoot basic networking issues (IP conflicts, DNS issues, VLANs, etc.) within a Cisco Meraki environment, utilizing support vendor when required.
➢ Pull, create, and clean up Ethernet cables within facility from switches to end-clients.
➢ Investigate backend system and application issues.
➢ Assist with basic Windows server support including patch management, network printer installations, file permissions, and user accounts.
➢ Assign users and computers to proper groups in Active Directory.
➢ May be required to be "on-call" to troubleshoot, support, and fix system outages
➢ Provide basic network printer and multi-function device support including toner cartridge replacement.
➢ Maintain computer and hardware inventories.
➢ Assist with writing department standard operating procedures & “How To’s” for end users.
➢ Perform all other duties as assigned by employer.

Core Competencies:

➢ Working experience with Office365, Google Apps, and Microsoft Office products.
Knowledge of computer hardware, peripherals, and basic networking concepts.
Understanding of networking concepts such as DNS, DHCP, POP/IMAP, HTTP, SSL, OSI Model, and TCP/IP protocols and applications.
Hands-on working experience with switches, LAN devices, wireless, and other networking technologies, including TCP/IP, DNS & DHCP.
Basic understanding of domain-based networks, such as file and print shares, mail and application servers.
Working knowledge of Active Directory and Group Policies
Have working knowledge of a virtual desktop infrastructure.
Ability to communicate effectively (oral & written) and work with support vendors.
Organizational & Time Management Skills
Ability to multi-task several priorities
Must have ability to stand, walk, bend, kneel, squat, and crouch frequently
Must be able to lift up to 40lbs.
Must be able to distinguish colors.
Must have a customer centric focus.
Ability to work in a hospitality environment.

Qualifications and Skills:

Education: High school diploma or equivalent with 3 years of Help Desk, Desktop Support, or other Infrastructure support experience. Preferred candidate should have an Associate’s Degree or Bachelor’s in Information Systems or related field with 2 years of relevant technical experience.

Experience: Must have 3 plus years of application and hardware support experience. Strong knowledge of all Microsoft Office Products is required.
Candidates with CompTIA A+, Network+, or Security+ preferred.

Must have good understanding of IP networks, Switches, 1-plus year of supporting Cisco Switches preferred, and performing Moves, Adds, and Changes, in a corporate environment.

Ideal candidate will have intermediate understanding of Microsoft Server systems, Cisco Meraki, and have 4+ years of internal facing support.

Additional Skills: Must have strong investigation and problem-solving skills, and a take ownership philosophy. MUST have EXCELLENT communication (verbal and written), organizational, and follow through skills.