

`Olelo Community Media

Job Title: Senior Information Technology Technician

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: Technology Services

Reports To: IT/Playback Manager

Job Summary

Senior Information Technology Technician is responsible for maintaining and advancing Olelo's technological infrastructure and leverage applications to increase Olelo's capabilities.

Essential Duties

- Communicate and coordinate with internal departments on concerns or problems that they may be having with IT related issues
- Maintain standards for PCs networks, hardware and software that meet the needs of Olelo.
- Provide user support to assist with PC software, hardware, and network problems.
- Install and maintain basic communication systems that include telephone, fax and modems, and purchase approved requests for needed equipment and supplies
- Continuously monitor PCs, Laptops, and network for proper operation and provide repair services as needed; monitor use of systems by staff to ensure compliance with company and legal requirements.
- Maintains current documentation of information systems and upgrade as needed.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent offsite as necessary.
- Provide on-call emergency services after business hours, holiday, and weekends as required.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

Bachelors degree in ICS, MIS, CENT, or equivalent work experience.

Microsoft and/or CompTIA certifications highly preferred.

Language Skills

- Communicate clearly, effectively and professionally, both verbally and in writing.
- Ability to stay current with multiple written reports and documentation requirements.
- Must have the ability to work with persons of varying levels of ability and production knowledge.

Computer Skills

- Minimum four years of computer/network support experience.
- Strong knowledge of TCP/IP, DNS, DHCP, VPN, LAN, WAN.
- Strong knowledge of Windows OS, Office, Active Directory, Enterprise Imaging software, Enterprise backup and recovery software, SAAS, and Enterprise Antivirus software
- Extensive knowledge of workstation/laptop hardware and software configurations.
- Ability to learn new skills and keep current with rapidly changing information technology and ability to transfer knowledge to team members and users.

Tools & Technology

- Access to adequate transportation, possession of a valid drivers license, safe and responsible driving record and current no-fault auto insurance with at least the minimum state coverage requirements.
- Equipment inherent to this position.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- regularly required to use hands to finger, handle or feel; reach with hands and arms; stoop, crouch, or crawl; talk or hear.
- frequently required to stand; walk; sit.
- occasionally exposed to climb or balance.

The employee must:

- frequently lift and/or move up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- occasionally exposed to wet or humid conditions; climb or balance; outdoor weather conditions; risk of electrical shock.

The noise level in the work environment is moderate noise.