

JOB DESCRIPTION

Title: Computer Support Technician
Reports to: Director of Technology
FLSA: Full-time, Non-exempt
Location: WMHT, 4 Global View, Troy NY 12180

Position Summary:

The candidate will support WMHT's operation by assisting with the installation, configuration, and operation of computer hardware and software systems.

Duties and Responsibilities:

1. Provide technical support to WMHT Staff for computer hardware and software
2. Assists Director with day-to-day managing of the WMHT's network infrastructure and servers. Tasks include but not limited to creation of user accounts, patching systems, maintaining and monitoring servers.
3. Provide support for mobile communications devices including IOS and Android phones and tablets
4. Help to maintain network infrastructure, including Ethernet switches, routers and firewalls.
5. Strong trouble shooting skills for both hardware and software.
6. Image and deploy desktop hardware
7. Must be available for on-call emergency operations situations.
8. Must be able to prioritize and work on several problems at a time.
9. Administrative and other duties as assigned.

Credentials and Experience:

1. Bachelor's degree in a computer related field.
2. Must have direct experience managing or working with the following:
 - a. Windows Active Directory
 - b. Widows Server, Windows 10, Mac OS X
 - c. Cisco, Baystack, & HP switches
 - d. Juniper or Cisco Firewall
 - e. Microsoft Office
3. A+ certifications or at least five years experience as a computer technician.
4. Familiarity with emerging technologies and a willingness to learn new skills.
5. Strong verbal and writing skills with the ability to interact effectively with all levels of WMHT staff as well as the public.
6. Valid NYS drivers' license.

Physical Requirements:

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. The employee must be able to routinely lift and move at least 30 pounds.

All Applicants can apply by emailing Bob Cummings at bcummings@wmht.org

WMHT Educational Telecommunications is an Equal Opportunity Employer M/F. Qualified veterans, women, minorities, and persons with disabilities are encouraged to apply.