



Virgin Islands Public Broadcasting System

IT Administrator **St. Thomas**

The Virgin Islands Public Broadcasting System is in search of a candidate to fill our IT Administrator position. The successful candidate will be responsible for providing software and network support, technical assistance, training, and troubleshooting in a network computer environment

Duties and Responsibilities:

- Provides software support and technical assistance to users. Responds to user requests for service and determines nature and extent of support needed;
- Installs, configures, maintains, and troubleshoots a wide range of software used;
- Performs hardware/software upgrades on existing computer equipment as needed and assists in the planning for future needs;
- Investigates error messages and determines resolution. Reinstall programs or replaces files that are causing errors;
- Contacts software vendors to obtain specifications, pricing, and other purchase related information needed to guide departments in their selection of software;
- Trains users in startup, basic and advanced use of software programs including Microsoft Office Suite;
- Troubleshoots, repairs, maintains, installs, and performs testing activities on various computer equipment, peripherals, data communication, and computer network systems;
- Uses electronic test equipment to troubleshoot equipment malfunctions;
- Develops and maintains software and hardware inventory and tracking systems;
- Configures and set up servers to work with various programs;
- Performs preventive maintenance for computers, data communication, and/or peripheral equipment; test and adjust to appropriate standards;
- Maintains computer network documentation and updates computer maintenance manuals;
- Meets with and advises management of changes and trends in computer technology as it relates to software, hardware, viruses and networking;
- Ensures server backups and network user backups are performed on a regular basis;
- Ensures proper backups are completed before inclement weather approaches and ensures that the server, all computers and equipment, tapes, and files are secured;
- Updates and uploads information, forms, and documents to the System's website;
- Maintains confidential information in a strict confidential manner; and
- All other duties as assigned.

Qualifications:

Knowledge and Skills: Requires technical knowledge of the techniques and procedures of software and network support for multiple users. Must understand installation, configuration and troubleshooting processes for software, hardware, networking, and accessory equipment. Requires sufficient analytical skills to assess problems or unusual situations and develop solutions. Preferred knowledge of how to assemble and disassemble computer components, including cabling.

Abilities: Requires the ability to independently perform all of the duties of the position efficiently and effectively. Must be able to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment. Must have strong communication and training skills and be able to communicate technical information to non-technical users.

Education and Experience: Position requires a BA/BS degree in computer science, a related discipline or a degree from a technical school; 5-7 years of field experience working with local and wide area networks (working with servers, switches, routers, and operating systems); In lieu of a degree, 10 years of field experience working with local and wide area networks (working with servers, switches, routers, and operating systems); or the combination of education and experience that enables performance of all aspects of the position.

Other Requirements:

- Ability to work flexible hours including weekends and evenings;
- Ability to be on-call (as needed) to address emergencies for the System;
- Ability to lift 30 pounds; and
- Ability to drive and must have a valid USVI Driver's License.

Interested applicants should submit a cover letter, resume and three (3) current professional letters of recommendation to:

Diane C. Richardson, PHR, SHRM-CP
Human Resources Director
Virgin Islands Public Broadcasting System
drichardson@wtjx.org
P.O. Box 7879
St. Thomas, VI 00801

This position will remain open until filled.

Virgin Islands Public Broadcasting System is an Equal Opportunity Employer