EARLY LEARNING
COALITION OF HILLSBOROUGH COUNTY

6800 N DALE MABRY HWY
SUITE 158, TAMPA, FL 33614
PHONE: 813.515.2340
WEB: www.elchc.org

JOB DESCRIPTION

POSITION TITLE:	**Desktop/Network Support Technician**
FLSA STATUS:	Exempt
PAY RANGE:	$45,000-$55,000
DEPARTMENT:	Information Technology
DATE:	November 22, 2017

SUMMARY:

This position is primarily responsible for the maintenance and the improvement of ELC's computer network, hardware, software, networking and virtual environment. Provides technical support to maintain, analyze, troubleshoot and restore information systems to operational status. Will also primarily be responsible to ensure the ELC's systems meet all required compliance guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for the overall health of company's IT infrastructure including patching, firmware upgrades, patch management, antivirus, Mobile Device Management, backups, etc.
- Assists in the network development, management and maintenance for the Coalition
- Interprets, develops, and implements all guidelines and policies with the purpose of ensuring compliance with all government regulations
- Responds to staff/contractor inquiries concerning systems operation and diagnoses system hardware, software, and operator problems. Performs minor and mid-level actions to correct problems. Refers major hardware problems to supervisor for appropriate action
- Presents recommendations related to purchasing and installing hardware, software and telecommunications equipment regarding the Coalition's IT budget
- Maintains and monitors telephone system. Utilizes telephone reporting software for requests as needed
- Explores new technologies for future planning and potential implementation

- Installs hardware and peripheral components such as monitors, keyboards, printers, scanners and storage devices for Coalition staff
- Installs specified software packages such as operating systems, word processing, or spreadsheet programs into computers
- Works with 3rd party vendors and acts as a liaison between them and the Coalition to ensure timely project completion
- Prepares various types of reports, presentations, and correspondence for the Coalition staff, Board and other community partners
- Responds to audit/monitoring inquiries regarding data and reports
- Maintains inventory of Coalition equipment, licensing, software etc.
- Manages projects from beginning to end maintaining detailed documentation
- Assists with other projects as assigned

SUPERVISORY RESPONSIBILITIES:

None.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree (B.A.) from accredited four-year college or university; or five to eight years of related experience and/or training; or equivalent combination of education and experience
- This position requires successful completion of the level 2 background screening standards as set forth in s. 435.04, F.S.
- Bilingual (English/Spanish) is highly preferred
- Familiarity with industry standard software vendors such as Microsoft, Symantec, Adobe, etc.
- Familiarity with industry hardware manufacturers such as Dell, HP, Cisco
- Familiar with network and routing protocols such as NAT, RIP, OSPF, VLANS and VPN, Sonic firewall, 3CX PBX, VOIP and SIP Trunking
- Knowledge of virtualization platforms is a plus
- Experience developing and deploying virtual applications using Citrix, Xenapp/Xendesktop, 2X Knowledge of IAAS services such as Microsoft Azure and Amazon Web Services is a plus
- Experience with cloud based productivity platforms such as Office 365, Box.com, Sharefile.com, Sharepoint, etc. is a plus
- CCNA/MCSA/Security certifications are a plus
- Proficient with Windows Server, Active Directory, File and folder permissions, cloud storage,
- Offsite backup and Business continuity technologies including but not limited to site replication, failover and disaster recovery.

PHYSICAL ACTIVITY/WORK CONDITIONS

Work Environment: This job operates in a general office setting. While performing the duties of this job, the employee frequently interacts with staff and vendors in person and via telephone and email.

Physical Demands: While performing the duties of this job, the employee will be required to sit for prolonged periods of time, at a desk, utilizing a computer. The employee will also be required to lift and move up to 50 pounds. The employee will be required to stoop, kneel, crouch, or crawl.

Position Type and Expected Hours of Work: This is a full-time position. Standard hours of work are Monday through Friday, 8:30 a.m. to 4:30 p.m. (37.5 hour workweek), however evening and weekend hours may be required.

The statements in this Job Description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.