Network and Help Desk Specialist

The fastest growing premier K-12 school in Davie, Florida is seeking a highly qualified and creative Network and Help Desk Specialist for immediate employment for the 2016-2017 school year. Candidates must have a minimum of two years experience, and have a mastery of knowledge all aspects of a technology enriched environment. Candidates should be organized, dedicated, self-motivated, and reliable specialist. The ideal candidate should be energetic, willing to take initiative, willing to work in a team environment, and comfortable interacting with students, faculty, staff, and external vendors. This is a 12-month positions and reports to the director of technology.

The Network and Help Desk Specialist is responsible for maintaining the technological infrastructure of the School: monitoring, maintaining, and upgrading all major components of the wired and wireless network (switches, routers, access points, and cabling), including the physical and virtual servers, security, phone, and backup systems, providing technical support to students, faculty, staff, being an liaison with third party vendors, and administrators and facilitating the resolution of computer hardware and software problems. .
The Network and Help Desk Specialist must be engaged and participate in the daily operations of all aspects of the School's computers, network, and telecommunication systems.

Duties and Responsibilities

- Monitors, manages, and reports regularly on the health of the network, servers, security, backups, firewall, email (Office 365 and Google Apps for Education), telecommunications systems, and Internet service.
- Maintains, modifies, and monitors Office 365 accounts, add-ons, and services.
- Manages software installation and upgrades on servers.
- Assists in troubleshooting daily networking, software, printer, and hardware problems submitted to the Help Desk.
- Maintains active directory environment.
- Serves, with the director of technology, as technical contact to vendors, and accompanies and verifies on-site vendor work and support.
- Creates and/or maintains accurate and complete documentation of the network.
- Installs, sets up, and maintains Windows servers and virtual servers as needed.
- Provides hardware support and repair for school specific devices.
- Use school, vendor, and other Internet resources to define, research, and resolve end user hardware and software problems.
- Install and make recommendations for standard office automation software in line with our continual improvement objectives.
- Follow through on end user basic hardware and software issues to resolution
- Individual and group instruction in the use of PC desktop applications
- Maintenance of printers and other peripherals
- Hardware troubleshooting, replacement, movement, and inventory maintenance
- Software installation, troubleshooting and maintenance.
- Other help desk and project activities as identified by the Director of IT
- Maintain server systems for printing, endpoint security, encryption, and patching
- Hardware and software installation and configuration, and operations
- Other duties as assigned by the Director of IT, including but not limited to: scripting of administrative tasks, code promotion, development of best practices, security audit remediation, and procurement quoting.

JOB REQUIREMENTS

Knowledge and Skills
- Bachelor's degree in computer science or related field or equivalent is preferable
- A+ Certification and Microsoft MCP or equivalent professional IT Certification
- PC Computer hardware repair and configuration expertise is required.
- Knowledge of firewall and other security technologies is required.
- Excellent oral and written communications skills
- Prior customer service experience, preferably in a help desk or related environment
- Must be professional, reliable, quick learner and a team player
- Ability to listen to the caller and appropriately determine and document the customer request is required
- Must be self-motivated and able to work without direct supervision and have excellent analytical, decision-making, prioritization, and organizational skills
- Must be able to expand technical skills on own initiative through personal study and/or outside schooling when necessary
- In depth knowledge of and experience with latest versions of Microsoft Office Suite and Microsoft Windows client software is required
- Experience with latest Windows Server operating systems and network services required.
- Experience with Symantec Ghost, MDT, WDS or similar desktop deployment tool
- Knowledge of MS IIS and SQL Server administration is a plus
- Knowledge of Hyper V and server Virtualization is required
- Proven experience with Windows servers, desktops, laptop products, and directory services
- Experience imaging (WDS)
- Experience managing an Office 365/Google Apps for Education Environment
- Experience configuring/maintaining firewalls, webfilter, security appliances
- Working knowledge of Windows virtual servers and Hyper V
- Working knowledge of Wireless Access Points and Cisco Meraki management
- Knowledge of Apple deployment services and MDM systems.
- Proven knowledge of LANs, WANs, and VLANs
- Excellent customer service skills
- Previous experience working in an independent school
- Advanced level experience with Windows based servers and computers

Combinations of education and training equivalent to a bachelor's degree in computer science, engineering, and/or IT systems field. Minimum two years of relevant work experience, preferably in an educational setting and mixed-platform environment. Interested candidates should send a cover letter and resume to the director of technology, No phone calls, please.