



POSITION ANNOUNCEMENT

Date: November 2018

Position: **IT SUPPORT SPECIALIST**

Responsibilities: Provide exceptional IT Support Services. Install and support Windows and Mac based hardware and software (including peripheral devices such as printers, projectors, Interactive Whiteboards, and USB devices). Respond to support requests on a daily basis. Perform analysis, diagnosis and resolution of desktop hardware and software problems for a variety of end users. Provide on-site and off-site photography services. Provide video and image editing services and tasks. Implement and provide support for A/V hardware (i.e. Crestron, Kramer, Extron). Must have working knowledge of personal computers as well as familiarity of local area networks and cabling topologies.

Qualifications & Education: Proficiency with Microsoft Windows 7, 8, 10, Mac OS X, and Microsoft Office Suite 2016 and Office 365. Should have the ability to work independently, and be able to establish priorities. Knowledge of basic networking and connectivity -- DHCP, DNS, Cabling, etc. Knowledge of security and virus removal techniques. Working knowledge of past HelpDesk / Support Ticketing system. Ability to work in a team-oriented, collaborative environment. Ability to quickly diagnose and troubleshoot problems. A+ Certification required within one year of hiring. Familiarity with DSLR Photography, Cameras & Peripherals. Working knowledge of basic Videography and Post-Production. Basic understanding of Matrix Routers, Scalers, Transcoders, Video & Audio Signal flow. Experience with Adobe Creative Suite, Apple Professional Software preferred. Basic understanding of Audio Production (Live, Studio & Recorded) preferred.

Contact:

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Or

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The Viscardi Center

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Veterans and individuals with disabilities are encouraged to apply