JOB DESCRIPTION:

Job Title: IT Specialist  
Department: Engineering & Technology  
Reports To: Director of Operations and IT  
Classification: Regular Full-Time  
FLSA Status: Non-Exempt Union (Hourly)  
Work Location: Colchester, Vermont  
Remote Option: No  
Cell Phone Allowance: Yes  
Prepared Date: December 2021

SUMMARY

The IT Specialist assists with maintaining Vermont Public Co’s computers and network infrastructure and supporting the traditional business and broadcast users of that technology. Account administration for email, windows networking, and other on-site and cloud-based systems. Works with the broadcast engineering team to meet the computing and data needs of projects. Close collaboration with network / I.T. consulting engineers on various projects and resolution of technical issues.

ESSENTIAL FUNCTIONS

1. Maintenance of computer workstations, laptops, networks, printers  
2. Support of networking infrastructure  
3. Broadcast infrastructure support

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Technical support of Vermont Public Co’s computers and network infrastructure. Administration of email, network, and other accounts and systems.  
- Collaborate with other departments in VPC to assist in developing workflows, systems, and processes that maximize efficiency and reliability.  
- Serve as a planning, technical, and economic resource to other departments as they plan and execute their work.  
- Create systems and processes with appropriate documentation that support the VPC strategic plan, outcomes of this position, and conform to industry best practices.

EXCELLENCE IN THIS ORGANIZATION

1. A high level of commitment and dedication to the mission of the organization and public media.  
2. Preserving confidentiality appropriately.  
3. Serving as an excellent ambassador for the organization, both formally and informally.

5. Demonstrating a commitment to the continuous improvement of the organization’s ability to fulfill its mission and vision. Demonstrating and encouraging creativity and enthusiasm for this work.

6. Expressing consistent, high-performance expectations for themselves, their department, the organization’s leadership, and the organization itself.

7. Developing a broad understanding of the organization’s departments, programs, and services, sufficient to assist and collaborate effectively with peers, ensure respectful communication and teamwork among departments.

SUPERVISORY RESPONSIBILITIES: None

POSITION REQUIREMENTS
Education and Experience: Three years relevant experience in Windows desktop support, networking technology, and basic system administration tasks or equivalent combination of education and experience. Excellent troubleshooting, communication, and follow-up skills plus experience working in a time-sensitive broadcast media environment are desired.

Essential Skills: Strong organizational, communications (written and verbal), and interpersonal skills required. Work collaboratively. Strong ability to prioritize tasks and work independently. Familiarity with networking, Windows operating systems, Microsoft Office, Office365, Windows server administration, network, and desktop security required. Familiarity with basic broadcast technology concepts and software, Internet audio streaming is preferred.

WORKING CONDITIONS
Performs work location in a climate-controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes, and gases is very limited. Noise level is moderate and includes sounds of normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in the normal performance of job duties.

Physical Demands
While performing the duties of this job, the employee must regularly talk, hear, and sit or stand facing a computer using a keyboard for extended periods, use hands to feel and hold, use small hand tools, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus and use dual monitors. The work environment is an open environment office and noise levels vary.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please note: This is not an all-encompassing statement of this position’s responsibilities. While it attempts to be comprehensive, new responsibilities may be assigned to this position at any time.