

## **IT Specialist – Communication**

Base Pay:	\$45,000/Year
Employee Type:	Full-Time (Non-Exempt)
Manages Others:	No
Education:	Associate's Degree (AA, AS, etc) required
Experience:	Information Technology (IT) or Computer Science or equivalent; Two (2) years of Information Technology (IT) or Computer Science, and printing duplication experience or an equivalent combination of education and experience (includes cooperative education and internships) may be considered. Recent graduates will be considered.
Computer Skills:	An individual should be able to work in a computerized environment and have adequate knowledge of word processing, email, Internet and spreadsheet software; solid understanding of code and the ability to write code a plus; have coursework or certification in Microsoft Word – bookmarks, table of contents, track and accept changes, styles, merge documents; Excel – merge documents, cell references, worksheet references, built-in functions, cell and row formatting; Power Point – master slides, colors, slide styles; Access – ODBC connections, query construction, reports; Outlook – POP/IMPA/Exchange accounts, moving data, creating archives, .PST files. Experience with the following technologies is also preferred, MicroSoft Visual Studio 2008, 2010, 2012; MicroSoft Exchange; Visual Basic; Visual C#; HTML5; CSS3; XML documents; Adobe Acrobat; Cisco Routers; Home/Office routers (Netgear, Linksys); Virtual Hard Drives; Virtual Machines (web, AccPacc, InfoRouter, CRM); WebEx; Novisurvey; Web Browsers (Internet Explorer 7, 8, 9, 10, Firefox, Chrome); Windows XP, 7, 8; MSSQL Server; MySQL; AccPac Accounting Software; and InfoRouter Document Management.

The primary responsibilities of the **IT Specialist** will be:

### Information Technology

- 1) Update and maintain the NACCAS web site, on a daily-basis.
- 2) Create user ID's and passwords for schools to use the member menu.
- 3) Maintain in-house audio-visual equipment and provide on-site IT support for the NACCAS office.
- 4) Develop and maintain a set of standard operating procedures for things like new employees, terminated employees, backup procedures and communications outages.
- 5) Develop and maintain a manifest of office computers and equipment with network diagrams.
- 6) Develop and maintain a maintenance list and schedule for office equipment.
- 7) Interface with all technology vendors and keep logs of repair and maintenance calls.
- 8) Has a general knowledge of all the NACCAS technologies used and can describe what they are and where they are used and who to call where there is an issue with any of them.
- 9) Has a working knowledge of a Content Management/Database driven web site such as Drupal, Wordpress or Joomla.
- 10) Has a working knowledge of the Structure Query Language (SQL).

- 11) Has a working knowledge of the various web browsers and their strengths and weaknesses.
- 12) Has a working knowledge of the parts of an HTML web page and the markup language used. Knowledge of PHP or ASP.NET a plus.
- 13) Has a working knowledge of Cascading Style Sheets and how they are used.
- 14) Has a working knowledge of Javascript and JQuery.
- 15) Has a working knowledge of the various networking components and how/why they are used (routers, modems, switches, firewalls).
- 16) Has a working knowledge of Ethernet networks and the ability to troubleshoot connectivity issues using tools such as Ping, NS Lookup, NetRoute, Whois and speed tests.
- 17) Has a working knowledge of the concepts of virtualization and how that applies to disk drives, operating systems and virtual servers.
- 18) Has a working knowledge of some sort of email blast provider (and why they are used) such as JangoMail, ConstantContact, or MailChimp.
- 19) Has a working knowledge of how to construct an online survey with one of the various sites.
- 20) Has a working knowledge of version control systems or document management systems.
- 21) Has a working knowledge of Voice Over IP systems and the various components.
- 22) Has a working knowledge of the various communications systems (dial-up, DSL, Cable, Fiber, Broadband, Wideband, T1, T3 and above).
- 23) Has a working knowledge of the various internet protocols used (IP, IPv4, IPv6, DNS, DHCP, SSL, FTP, HTTP/S).
- 24) Has a working knowledge of desktop and laptop computers with the ability to diagnose problems and to swap components.
- 25) Has a working knowledge on how to install various operating systems from scratch and has the ability to repair corrupt operating systems.
- 26) Has a working knowledge of Uninterruptible Power Supplies and their maintenance.
- 27) Has a working knowledge of virus protection, why and how it should be used and how to fix computers infected with various viruses.

#### Communications and Production

- 1) Maintain a clean and orderly office area space.
- 2) Handle daily outgoing mail, maintain UPS log and keep the mailroom clean and orderly throughout the day.
- 4) Print and/or coordinate the printing of NACCAS publications (e.g. NACCAS handbooks, documents, brochures, workshop materials,) maintaining an accurate record of printing jobs and other projects.

- 5) Assist Director to determine whether printing jobs should be complete in-house or by outside vendors.
- 6) Prepare workshop badges and certificates (and any other necessary workshop materials), and ship materials for timely delivery at workshop venues.
- 7) Provide back-up to the receptionist in his/her absence and breaks on a rotating basis.
- 8) Handle kitchen duty on a rotation basis.
- 9) Complete 10 hours of continuing education annually.
- 10) Carry out other projects, as assigned.