



## **Position Title**

### **IT Support Specialist - Chester**

## **Position Summary**

The IT Support Specialist is based in our Truvista Data Center and functions as a primary point of contact for employee IT needs. He/she provides network support to operational computer networks by performing the following duties.

## **Essential Job Functions:**

The essential job functions include, but are not limited to the following:

- Assembles and configures network components and associated services.
- Sets up and maintains basic network operations, including assembly of network hardware, and assists the Manager of Information Systems.
- Performs network troubleshooting to isolate and diagnose common network problems.
- Upgrades network hardware and software components as required.
- Administration and support of the CHR system (Omnia/Oasis).
- Provides users with network technical support, to include end user computing.
- Responds to needs and questions of users concerning their access of network resources.
- Establishes network users, user environments, directories, and security for networks.
- Installs and tests necessary software and hardware.
- Administration and support of Cyber Security Systems.
- System Backups.
- Administration and support of Winpak. Access Control System.

## **Knowledge, Skills, and Abilities:**

- Knowledge of basic client side and server side operating systems.
- Knowledge in networking technologies such as LAN, WAN and peripheral devices.
- Knowledge of routers, switches, hubs, etc.
- Competent with software technologies.
- Ability to interpret, analyze and implement designs provided by the Manager of Information Systems.
- Possess good verbal and written communication skills.
- Excellent logical and technical skills.
- Microsoft Active Directory – Users, Computers, DHCP, DNS, IIS.
- Basic knowledge of VMware 6.5 and above

## **Qualifications:**

- High school diploma or GED, or equivalent combination of education and experience
- 6 months to 1 year of related experience and/or training
- Must have reliable transportation, as travel to other locations may be required based on business needs



### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to talk and hear. The employee is frequently required to use hands or fingers; handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate. Must be available to occasionally work after normal business hours, based on the needs of the company.

### **FLSA and Employment Status**

Non-Exempt, Full Time

### **How to Apply**

Complete an online application at [www.truvista.net/careers](http://www.truvista.net/careers). Resumes may be submitted to [employment@truvista.biz](mailto:employment@truvista.biz) – please list the position title in the subject.

**Note:** All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws. By applying for this position, you are seeking to join a team of hardworking professionals dedicated to consistently delivering outstanding service to our customers and contributing to the financial success of the organization, its clients, and its employees. Equal access to programs, services, and employment is available to all qualified persons. Those applicants requiring accommodation to complete an application and/or interview process should contact a management representative.