<div align="center">Information Technology Support AD</div>

Payment: negotiable
Service type: Technology
Location: Greater Hartford

Job Purpose:

The information technology (IT) support specialist is a generalist position devoted to all aspects of computer set-up, installation, troubleshooting, service, upgrades, and maintenance. The position also include handling computers network; printing, both locally and on the network; and auxiliary devices such as tablets, PDAs, and smartphones. The job duties can be performed remotely from a central location, in the customer's work environment, or in a combination of the two. The position may require some physical activity such as lifting and moving computer equipment.

The IT support specialist must be knowledgeable in all aspects of computer support, diligent, and analytical; they also must possess outstanding communication skills. The IT support specialist is not only a technical worker but often deals directly with the customer, offering advice, training, solutions, and guidance.

Principal Duties:

- Provide networking/technical for areas such as POS, finance, accounting, business, etc.
- Use daily and seasonal checklists to maintain systems and install seasonal equipment locations.
- Assist in the configuration and support of Data Switches, Routers, Firewalls, Data Backup/Recovery, UPS's and RFID technology.
- Assist in 24x7 support of our network.
- Support telecommunications hardware and software applications.
- Develop, Deploy and manage data backup systems and recovery strategies.
- Maintain Auto-Attendant announcements and on-hold messaging schedules for everyday operations.
- Provide internal help desk support for PC, land phone, cell phone, and software users.
- Answer questions or resolve computer problems for staff in person, via telephone and from remote location.
- Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability.
- Monitor and maintain VPN and Firewall.

- Assist in maintaining SQL Server databases. Schedule and define database maintenance plans.
- Provides both technical and administrative documentation in a timely manner for applications and utilities.

- Designs, develops, documents, and implements software solutions in accordance with project specifications, ensuring completion within the planned time constraint and meeting the established objectives for quality, reliability and performance. Uses judgment in suggesting adaptations or modifications where appropriate.
- Analyzes the impact and feasibility of change requests on existing software and implements corrective actions.
- Monitor and operate computer equipment and peripherals, perform routine maintenance that includes cleaning hardware.
- Organize and maintain various IT files and the client hardware and software inventory, as requested.
- Contributes to team efforts by accomplishing related results as needed.
- Maintains quality services by establishing and enforcing organization standards.
- Manages databases, maps, and software applications with links to assigned sites.
- Use innovative IT solutions to correlate with the needs and direction of our organization.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS
Knowledge of:

- Computer applications and operating systems.
- PC hardware and peripheral trouble-shooting and repair procedures.
- Principles and practices of computer and telephone support services, computer hardware and software applications and associated security and backup procedures.
- Information Technology policies and procedures.
- Basic business data processing principles, computer operations processing and procedures, the use of a word processor or personal computer, and printer operations and related equipment.

License or Certificate:
Certifications are desirable.

Application Information: submit resume to westindiansocialclub@gmail.com or apply online by clicking apply.