

PO Box 67
1135 N. Church St.
Halls, TN 38040



Phone: (731)-836-7508
Fax: (731)-836-5070
Web: www.forkeddeer.com

Job Description

Job Title: IT Specialist
Reports To: VP of Operations
Supervisory Responsibilities: None
FLSA Status: Hourly, Nonexempt

Summary

The IT Specialist role is to ensure the stability and integrity of in-house voice, data, video, and wireless network services. This is achieved by planning, designing, and developing local area networks (LANs) and wide area networks (WANs) across the organization. In addition, the IT Specialist will participate with the installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links. This individual will also analyze and resolve network hardware and software problems in a timely and accurate fashion and provide end user training where required.

Essential Duties and Responsibilities

Design and deploy company LANs, WANs, and wireless networks, including servers, routers, hubs, switches, UPSs, and other hardware.

Configure networks to ensure their smooth and reliable operation for fulfilling business objectives and processes.

Monitor network performance and troubleshoot problem areas as needed.

Collaborate with executive management and department leaders to assess near- and long-term network capacity needs.

Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.

Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.

Ensure network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances.

Manage servers, including database, e-mail, print, and backup servers and their associated operating systems and software.

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Develop, implement and maintain policies, procedures, and associated training plans for network administration, usage, and disaster recovery.

Conduct research on network products, services, protocols, and standards to remain abreast of developments in the networking industry.

Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.

Monitor and test network performance and provide network performance statistics and reports.

Oversee new and existing equipment, hardware, and software upgrades.

Participate in managing all network security solutions.

Perform server and security audits, and system backups and recovery.

Manage and/or provide guidance to junior members of the team.

POSITION REQUIREMENTS

University degree in computer science or electrical engineering and/or 5 years equivalent work experience.

Proven experience and success with LAN, WAN, WLAN, and WWAN design and implementation.

Strong, hands-on technical knowledge of network and PC operating systems, including Microsoft and Linux.

Excellent knowledge of telephony systems, including VOIP,

Working technical knowledge of current network hardware, protocols, and Internet standards.

Excellent hardware troubleshooting experience.

Competence with testing tools and procedures for voice and data circuits.

Good understanding of the organization's goals and objectives.

Knowledge of applicable data privacy practices and laws.

Strong interpersonal, written, and oral communication skills.

Able to conduct research into networking issues and products as required.

Ability to present ideas in user-friendly language.

Highly self-motivated and directed, with keen attention to detail.

Proven analytical and problem-solving abilities.

Able to effectively prioritize tasks in a high-pressure environment.

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Strong customer service orientation.

Experience working in a team-oriented, collaborative environment.

WORK CONDITIONS

On-call availability.

Sitting for extended periods of time.

Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.

Occasional inspection of cables in floors and ceilings.

Lifting and transporting of moderately heavy objects, such as computers and peripherals.