Desktop Support Specialist Job

Employer Name: SubCom

SpiderID: 12519115

Location: Baltimore, Maryland

Date Posted: 5/11/2022

Wage:

Category: Information Technology

Job Code:

SubCom is the leading global partner for undersea data transport requirements today. SubCom designs, manufactures, deploys, maintains, and operates the most reliable fiber optic cable networks in the industry. Its flexible solutions include repeaterless to ultra-long-haul, offshore oil and gas, scientific applications, and marine services. SubCom brings end-to-end network knowledge and global experience to support on-time delivery, and meet the needs of customers worldwide. To date, the company has deployed over 200 networks - enough undersea cable to circle Earth more than 17 times at the equator.  
  
Position Overview  
  
The Senior IT Marine Support Analyst is a member of the IT Service Delivery team, reporting to the IT Help Desk Manager. This person is responsible for working closely with the Marine Operations teams, and the IT Department to deliver exceptional IT support services to the SubCom vessel fleet and the home office, located in Newington NH or Baltimore MD.  
  
This is a hands-on role, that requires troubleshooting, resolution planning and vendor management skills.  
  
The Senior IT Marine Support Analyst will also be responsible for developing and maintaining current support documentation. Role will be a mentor, trainer, and IT Support resource for the Service Delivery Team, and specifically any junior IT Marine Support Analysts within that team.  
  
Expected travel requirements of up to 25% will be required, both domestically and International to meet ships ports or call.  
  
Essential Job Functions  
  
Support all Marine IT infrastructure with a focus on Maritime Systems and Operations support services.  
  
Available to work off hours as needed, to resolve business critical issues.  
  
Maintain 100% uptime for all sea to shore communication services.  
  
Assist the IT department in aligning its services and capabilities in support to the overall companys goals &amp; objectives.  
  
Lead all IT Projects associated with the ships.  
  
Provide input to manager on annual budgets for the IT Hardware and VSAT communications.  
  
Work closely with vendors on procurements on IT hardware.  
  
Review monthly invoices and usage from vendors, make approval recommendations to manager.  
  
Work closely with Operation teams to achieve goals and objectives associated with the ships.  
  
Meet the criteria to obtain a Secret level security clearance.  
  
Possess a valid passport for potential international travel.  
  
Ability to travel globally, to support Marine IT systems during vessel down time.  
  
This position reports to the IT Help Desk Manager.  
  
Skills/Abilities  
  
Bachelors Degree in related field, or 5 years of experiences in Marine IT.  
  
Individual must be team oriented, self-motivated, able to deal with changing priorities based on business needs and schedules.  
  
Must be proficient in Microsoft Server 2012 and up, Windows 10, VMWare 6.5 and up, Amos Mail, Amos Maintenance, Antivirus, Shipnet, Adonis, DigiTrace, and backup software.  
  
Knowledge on VSAT C and KU bands and Fleet broadband.  
  
Knowledge of Microsoft Office 365, Microsoft Active Directory, Microsoft Azure, Group Policy, DNS, DHCP, Permission and Security.  
  
Knowledge of Opex and Capex budgeting.  
  
Ability to mentor and train others.  
  
Provide support for all IT Projects associated with the SubCom Vessels  
  
Provide IT support of Servers and PCs (Windows and Unix) as needed  
  
Technical knowledge of network interconnection and interfacing, such as routers, firewalls, hubs, bridges, etc.  
  
Serve as IT liaison between the local site and remote locations in support of SubCom vessels  
  
Analyze and resolve customer hardware, software (standard or custom), or network problems or requests reported via the ADiTaaS ticketing system or email.  
  
Provide On-call after-hours and weekend support as required.  
  
Participate in documentation creation and maintenance.  
  
Excellent documentation and organizational skills.  
  
Excellent oral and written communications skills.  
  
Ability to clearly articulate and present technical solutions to leadership  
  
Travel Approximately 25%  
  
Physical Demands:  
  
Ability to pass a Fit for Duty physical exam. 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.  
  
Organizational Core Values  
  
Quality:Quality is the backbone of everything we do. Our attention to detail even on the smallest matter reflects upon our corporate quality. The systems we deliver must operate flawlessly in the harshest environments on the planet.  
  
Accountability:We honor the commitments we make to our customers, owners and each other. We accept personal responsibility for our actions and results and expect the same from others.  
  
Teamwork:We foster an environment that encourages winning through creativity, continuous learning, excellence and collaboration. We practice leadership that inspires and promotes full participation and career development. We expect transparent communications and interactions.  
  
Innovation:We foster an environment that encourages winning through creativity, continuous learning, excellence and collaboration. We practice leadership that inspires and promotes full participation and career development. We expect transparent communications and interactions.  
  
NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.  
  
SubCom is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sexual orientation, gender identity, national origin, protected veteran status, disability status or any other characteristic protected by law.  
  
SubCom offers a competitive Benefit package including first day healthcare coverage, a generous 401k match and tuition reimbursement.

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Rob Ryder

Company: SubCom

Newington

New Hampshire

03801

Web Site: