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| CLIENT | Veritas Press | | TITLE | IT Specialist | | |
| DEPARTMENT | | IT | | | ROLE TYPE | Contributor |
| CLIENT URL: | | https://veritaspress.recruiterbox.com/jobs/fk0usqh/ | | | | |

#### ABOUT THE COMPANY

* Veritas Press is a Christian organization dedicated to providing the best classical Christian education materials and services anywhere. We are in need of an IT Specialist with experience in website management and development.

#### DETAILS

##### Description

* Assist Technology Department by maintaining web applications and the Veritas Press technological environment.

##### Location

* Work Location: 1805 Olde Homestead Lane Lancaster, PA 17601
* Office Hours: 8:00 am to 5:00 pm

##### Category

* Full-time
* Hourly, non-exempt

##### Work Schedule

* Monday through Friday during office hours
* Extra hours required based on business and customer needs
* Variable scheduling with flexible options

##### Remote

* No

##### Compensation

* $40,000 to $50,000

#### RESPONSIBILITIES

##### General Responsibilities

* Provide direct support to external customers using the company’s SaaS product to assist them in troubleshooting browser and system issues.
* Provide traditional helpdesk support to internal customers to assist them in using the company’s hardware and software systems.
* Assist the IT manager in troubleshooting and maintaining the company’s IT infrastructure (MS Active Directory, Linux, Networking, and a variety of enterprise software systems)

##### Systems

* Maintain Veritas Press technological environment as directed
* Configure, maintain, and continuously improve client computer systems
* Upgrade systems as directed
* Secure systems within business requirements

##### Service

* Provide excellent service to all families, teachers, and staff.
* Including: prompt professional communications, friendly cheerful attitude, resolution to issues
* Provide technical support for client computer hardware and software
* Seek assistance from the IT Manager if unable to resolve a problem
* Be available for on-call support as needed
* Support users by generating instructional documentation

##### Help Desk

* Ensure all routine issues reported to IT are resolved within 24 hours.
* Communicate any non-routine issues to the requestor within 24 hours and provide an estimated schedule of completion.
* Complete any non-routine issues on time.
* Seek assistance on any issues that cannot be resolved from the IT Manager

##### Troubleshooting

* Resolve technical issues by:
* Clarifying the concern
* Determining the cause of the problem
* Selecting and explaining the best solution to solve the problem
* Expediting correction or adjustment
* Following up to ensure resolution.

#### EDUCATION

##### Degrees

* HS Diploma or equivalent
* Bachelor’s degree in a technology discipline preferred

#### KNOWLEDGE, SKILLS, AND EXPERIENCE

##### Minimum Requirements

* Experience in Windows and Linux system administration
* Knowledge of Windows Active Directory administration
* Conversant with the reformed faith and classical Christian education according to the VSA Statement of Faith and Philosophy.

##### Preferred Knowledge, Skills

* Excellent written and oral communication skills.
* Able to maintain courteous and professional disposition when dealing with customers.
* Expert in MS Office suite products, G Suite for business products
* Excellent troubleshooting ability
* Work to constantly expand abilities by gaining further training in areas of weakness.

##### Preferred Experience

* Experience to business class computer administration (Active Directory and Windows Server environment management, ERP Systems)

##### Technology

* Windows (client and server)
* Dell PC hardware
* Mac OS
* Linux
* Anti-virus (various clients)
* Firewall (Windows, Mac, and others)
* Browsers: Chrome, Firefox, Edge, and others
* Adobe Connect

#### PHYSICAL DEMANDS

##### Environment / Exposure

* Working in standard office conditions with and near electronics

##### Required Activities

* Standing, walking and sitting for long periods of time
* Extensive typing on QWERTY style keyboard
* Extensive viewing of lighted computer monitor
* Speaking and Hearing
* Reaching and bending
* Lifting up to 50 lbs
* Using hands to perform tasks

#### BENEFITS

* Healthcare – Medical, Dental, and Vision with company contributions
* Paid Time Off – starts at 3 weeks
* Tuition and product discounts for family