

Flint Cultural Center Corporation

601E. Second St

Flint, MI 48503

Job Posting

Job Title: Technology Support Specialist
Location: Corporate Services
Department: Information Systems
Reports To: Information Systems Supervisor
FLSA Status: Non-Exempt (40 hours per week; some weekend and afterhours)

GENERAL DESCRIPTION

The Technology Support Specialist will provide technical support and assistance with operation of computer hardware, software, peripherals, and telecommunications. This includes assisting users with proper use of software systems such as Microsoft Office and internal systems as well as the diagnosis and resolution of operability issues and general computer maintenance – software installation, OS updates

Job Description and

Qualifications:

RESPONSIBILITIES

- Provide technical support to employees who experience technical difficulties by defining, analyzing, and correcting the issues.
- Assist IS Management in day-to-day operations of the IS department.
- Develop and maintain inventory database of IT equipment
- In conjunction with management, provide training to new hires and existing employees as needed to ensure the proper use of the organization's systems.
- Participate in educational opportunities to further enhance job knowledge.
- Additional duties as assigned.

QUALIFICATIONS / SKILLS REQUIRED

- Excellent verbal and written communication skills as well as the ability to communicate effectively with non-technical staff.
- Ability to work independently with only minimal oversight.
- Demonstrated ability to perform basic computer repair/service.
- Extensive working knowledge of Microsoft Windows OS, Apple OS X
- Working knowledge of advanced topics relating to Microsoft Office.
- Experience working with IP based network in a mixed LAN/WAN environment.
- Demonstrated ability to support Apple users in a mixed IP network environment.

In addition to the aforementioned required qualifications, we would prefer the following:

- Working knowledge of website design, web servers and hosting
- Working knowledge of SQL server administration, monitoring and backup
- Working knowledge of Microsoft Networking utilizing Active Directory
- Working knowledge of Microsoft Windows Server 2012/2016 administration
- Microsoft Exchange Server administration

EDUCATION AND/OR EXPERIENCE

Associate's degree in Computer Science or related field and/or equivalent combination of ongoing education, certification, experience, and training.

Apply To: Email (hr@fcccorp.org) or send resume, cover letter and references to:
Flint Cultural Center Corporation
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Flint, MI 48503

Date Posted: 07.13.17; posting will remain active until filled.

The Flint Cultural Center Corporation is an Equal Opportunity Employer