PURPOSE OF THE JOB

The IT Specialist will be responsible for installation, maintenance and support of the Courts IT infrastructure as well as perform professional work-related support for our end users. The position requires superior interpersonal and organizational skills of problem-solving that leads to the development and implementation of both short and long-term solutions.

MAIN DUTIES OF THE JOB

- Install, maintain and support Network and Server environment including Dell Vxrail, Vmware, Windows Server, Windows 11, Linux, Veeam, Cisco and Dell switches.
- Plan, implement, and monitor the installation of hardware, software, phones, and peripherals.
- Install, maintain, troubleshoot, and repair wireless access points, routers and switches, including site-to-site and client connectivity.
- Plan, implement, and monitor firewalls, network security policies and system access requirements.
- Perform system backups, according to data retention policies.
- Assists with testing of new enhancements and system releases.
- Recommend changes to improve systems and network configurations and determine hardware and software requirements.
- Monitor performance of computer networks, and coordinate computer access and use policies.
- Isolate, identify, troubleshoot issues, and refer escalated problems to management as necessary.
- Configures software to work with the court's IT Systems.
- Collaborate with vendors and partners to ensure success.
- Performs other duties as assigned.
- May require travel to onsite locations to upgrade or replace systems with new software and hardware.

WHAT WILL YOU NEED TO SUCCEED

- Required Education and/or Experience
- Bachelor Degree in Computer Science or Technology sector
- 2-5 years of experience in a computer department.
- Working knowledge of LAN and WAN topologies and architecture.
- Strong working knowledge of Storage Arrays, Microsoft server, Microsoft Active Directory and Microsoft email systems.
- Working knowledge of configuring and maintaining virtual environments.
- Working knowledge of operating and support systems.
- Working knowledge of data backup, business continuity technologies and patch management.
- Excellent team skills and collaboration skills.
- Exceptional organization skills and attention to details.
- Familiarity with network and routing protocols and services such as: TCP, UDP, ICMP, FTP, SFTP, SSH, HTTP, HTTPS, SSL, NTP, DNS.
- Communicating technical information to a non-technical audience.
- Comprehensive knowledge of cyber threats and security best practices
- Duo Authentication knowledge
- Cisco VOIP experience

The successful candidate must have a professional demeanor, be self-motivated, be accountable to high professional standards, and possess excellent time management and organizational skills. Salary depending on experience. Candidates must pass background check.

Please send résumé to jobs@fifthcircuit.org. Applications will be accepted until position is filled.