## Position Title: IT Support (COE Repair) Department: COE

**Reports To: COE Manager FLSA Status: Non-Exempt**

**General Summary:**

Primary responsibility is to provide IT support to Venture’s corporate and public IP networks through scheduled upgrades, backups, and maintenance of all Servers, PC’s and LAN appliances. Assistance with establishing policies and procedures to ensure efficient and secure data network practices is also a responsibility. Monitoring and mitigating cyber threats through the use of applications, appliances, vendor services, and end user education are a growing area of concern.

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| **Essential Job Functions:** |
| * Install, configure, and maintain server environments, including virtual environments. * Install, configure, and maintain PC’s, laptops, printers, and other personal devices. * Configure operating systems, load programs, and software applications on devices. * Troubleshoot and diagnose server & work station issues. * Configure and support Venture’s Cyber Security Router platforms for subscribers. (Sonic wall, & Sophos) * Manages and maintains an inventory of IT hardware and software assets. * Mange, maintain and test Venture backups. * Configure and maintain core routers and switches. * Manage and maintains IP assets. * Maintain, troubleshoot, and works with PC hardware, PC software, and local area networks. * Keep Venture’s Cybersecurity policies and procedures up to date. * Troubleshoot Venture subscriber and employee issues remotely via telephone and remote support software. * Perform technical, operational, and training support to hardware and software users. * Maintains solid relations with other Venture employees and Venture customers. * Performs all other related duties as assigned by management.\* |
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\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

**Desirable Knowledge, Skills, and Abilities:**

* Knowledge of Mail Application/Exchange/Office 365
* Knowledge of various operating systems (Mac-OS, Windows)
* Ability to configure computer hardware operating systems and applications
* Active Directory - account creation/modification and password resets
* Experience with anti-virus technologies and troubleshooting
* Working knowledge of Ethernet, IP, routing protocols, firewalls.
* Client VPN setup and troubleshooting
* Network and connectivity setup and troubleshooting
* Knowledge of server hardware, software and VMware.
* Knowledge of network security (ACLs, IPsec Tunnels, MFA), firewalls (Security Appliances), NetFlow, IPSLA, and VPN technologies in an ISP and customer environment.
* Knowledge of routing and switching platforms including BGP, MPLS, ISIS, OSPF and other routing protocols in an ISP and customer environment is a plus.
* Knowledge of security controls to prevent monitor, log, detect, and mitigate information security threats in an ISP and customer environment. (SIEM/IDR, EDR)
* Knowledge of network management protocols including: SNMP, NTP/SNTP, SSH,
* Knowledge of state and federal safety regulations. CISA
* Knowledge of Security Frameworks and best practices (NIST, ISO, etc.)
* Knowledge of company products and services.
* Knowledge of company policies and procedures.
* Ability to read and interpret technical documents such as installation, operating and maintenance instruction manuals.
* Ability to communicate with co-workers and business contacts in a professional and courteous manner.
* Ability to pay close attention to detail.
* Ability to work independently and make sound technical decisions using information at hand.
* Ability to effectively function as a team player.
* Ability to operate a motor vehicle in South Dakota.
* Ability and willingness to address after hours problem resolution.

**Education and Experience:**

AAS degree or greater in Information Technology or Computer Science related field of study required.

**Physical Requirements:**

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| PHYSICAL REQUIREMENTS | 0-24% | 25-49% | 50-74% | 75-100% |
| Seeing:  Must be able to see and read service orders and trouble reports. |  |  |  | X |
| Hearing:  Must be able to hear  well enough to communicate  with employees and business contacts. |  |  |  | X |
| Standing/Walking:  Must be able to move about work site. |  |  | X |  |
| Climbing/Stooping/Kneeling:  Must be able to stoop, kneel and crawl to perform equipment installation. |  |  | X |  |
| Lifting/Pulling/Pushing:  Must be able to lift at least 40 lbs. |  | X |  |  |
| Fingering/Grasping/Feeling:  Must be able to write, type and use test equipment. |  |  |  | X |

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Indoor working conditions, some central office, and winter driving.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.