

Karmê Chöling Job Description

Position Title	Technical Support Specialist
Department	Information Technology
Reports to	Director of Technology and Communications
Description	The Technical Support Specialist works with Karmê Chöling staff and management to oversee the administration, management and maintenance of information technology systems.
Responsibilities	<p>Overview</p> <p>Support Karmê Chöling’s IT environment in the areas of:</p> <ul style="list-style-type: none"> ▪ Desktop Support ▪ Application Support and Administration ▪ Website maintenance and administration ▪ Internet service and network management ▪ Server and database management ▪ Systems security management <p>Specific Responsibilities</p> <ul style="list-style-type: none"> ▪ Monitor, troubleshoot, prioritize, and manage technical support issues submitted by Karmê Chöling staff and volunteers through JIRA Service Cloud ▪ Provide G Suite administration of users, groups, and Google services through Google Admin ▪ Develop and update IT documentation ▪ Provide training and technical assistance to employees • Provide technology orientation to new staff. • Manage relationships with consultants, vendors, and other technical resources

<p>Knowledge, Skills and Abilities</p>	<p>Some combination of the following skills are required:</p> <ol style="list-style-type: none"> 1. Mac (mostly) and Windows workstation support 2. Software application support 3. Familiarity with and/or aptitude for Jira (or any similar support desk software), G Suite and Google Admin 4. Familiarity with or aptitude for Wordpress administration 5. Familiarity with networking technology 6. Familiarity with SQL 7. Ability to work well with cross-functional resources 8. Works well alone and in a team setting 9. Strong communication skills, both written and verbal. <p>Bonus points for any of the following:</p> <ul style="list-style-type: none"> ▪ PHP, database management (MySQL) ▪ Network administration (TCP/IP Routing, Switching, LAN, WAN, Wi-Fi, VPN, DNS) ▪ Linux administration (Debian) ▪ Git version control (Bitbucket) ▪ Project management, software development and/or implementation ▪ Business and requirements analysis ▪ Impact assessment
<p>Experience/ Education/</p>	<ul style="list-style-type: none"> ● Associate's or Bachelor's degree (computer-related degree preferred) ● Prior experience supporting, implementing, troubleshooting and/or administering systems ● Experience managing websites, databases and network servers ● Experience supporting customers/end-users ● At least 6 months of experience with Mac machines