



IT SPECIALIST

STATUS: Exempt, Full-time

LOCATION: 386 Main Street, Rockland, Maine

POSITION SUMMARY

The Island Institute seeks an IT Specialist to provide tech support to the staff of Island Institute and system-level management of information systems, including installation, configuration, and maintenance of these systems. This is achieved through coordination of in-house support and the mostly-remote services provided by the contracted IT support organization.

The IT Specialist shall use Island Institute's information technology system and resources to enhance organizational capabilities, maintain the current system, support the staff, and provide research, vision, and guidance to plan for future needs.

Qualifications Desired

- An undergraduate degree, preferably in computer science or a related field
- Proven success providing tech support to users of multiple levels of comfort
- Extensive knowledge of data processing, relational databases, and organizational-wide information systems
- Technical experience with database structure, website updating, report generation, basic end-user support, and computer/phone set-up, including MacOS and Windows 10
- Experience in the development and implementation of standards, procedures, and guidelines to support operational processes and documentation thereof
- Familiarity with Great Plains, Vend, Salesforce, Zoom, Microsoft Office 365, Intune and Azure, Google G-Suite, DocuSign, 1Password
- Ability to use Perl and PowerShell to create and/or update scripts on occasion
- Comfortable with SSH and Linux command shell to troubleshoot web server issues on occasion
- Comfortable with maintaining and modifying DNS zones
- Strong written and oral communication skills – ability to communicate effectively and simply
- Proven success with organization and project management
- Strong analytical and problem-solving skills
- Self-motivated with the ability to manage changing priorities and meet deadlines
- Proven ability to be flexible and work hard, both independently and in a team environment, in a high-priority customer service, on-call environment with changing priorities

- Ability to prioritize and trouble-shoot IT issues by encouraging the use of vendor help-desk resources when possible
- Willingness to work occasionally outside of normal business hours in response to needs of the systems being supported

Essential Functions and Responsibilities

- Provide onsite data and information systems support to the Island Institute, including coordination with Systems Engineering and vendors such as Apple, Microsoft, HP, Zoom, etc. as needed. Be the primary provider of hands-on support on a day-to-day basis when possible, utilizing its IT services vendor (Systems Engineering) for remote technical support, for additional depth and resources, and for on-site support when necessary.
- Coordination with Systems Engineering includes:
 - a. Work as a staff lead and liaison regarding systems changes and maintenance, including managing other outside IT vendors, cloud services, and IT security.
 - b. Quarterly meeting for assessments of issues, service satisfaction, and to schedule project work.
 - c. At least annually, preceding the budget cycle:
 - i. Consult with Systems Engineering to plan necessary future improvements to the Island Institute's technical environment based on software and hardware obsolescence, reliability, industry best practices, and opportunities to take advantage of new services or capabilities that may benefit Island Institute work practices, strategies, efficiencies or costs.
 - ii. Explore options for future PC and Apple laptop models, leveraging Systems Engineering hardware vendor relationships and certified repair technicians who may provide price and/or maintenance service advantages.
- Provide technical expertise and recommendations in assessing new projects and initiatives to support and enhance Island Institute
- Identify opportunities and provide recommendations to improve efficiency of processes by leveraging technology and best process practices
- Attend meetings and events that require IT use to provide support to staff as needed, including Zoom support for Island Institute meetings, including board meetings
- Managing IT onboarding for new staff, including laptop set up
- Provide assistance and advice to users in the effective use of information systems
- Document system problems and resolutions for future reference
- Document system and application design decisions and implementation, dataflows and integrations and who the respective support vendors are, sufficient for other IT support personnel to understand Island Institute's technical environment
- Oversee system-wide password management (currently through 1Password). Document in 1Password the various administrative access and account credentials through which the IT environment and vendor interactions can be maintained
- Document choices and process for laptop setups, Active Directory, and Office 365 accounts add/change/delete users
- Perform account /group/data/file housekeeping in coordination with in-house data owners so that clutter and ambiguity are minimized

- Other duties as assigned

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** While performing the duties, of this job, the employee is required to sit, enter data using computer keyboard and mouse, stand, walk, bend over occasionally and move about the office space as well as between building floors. The employee may also be required to travel by ferry to and from island communities, and also be able to get in and out of other watercraft.
- **Work environment:** The noise level in the office work environment is usually minimal, but that of other venues and offsite locations may vary. There may be uneven terrain and variable weather conditions associated with off-site work.

The IT Specialist position is a full-time, year-round salaried position starting immediately, with a competitive salary range of \$56,000-\$70,000 plus benefits.

There is no application deadline, but preference will be given to candidates whose materials are received by June 28th. Only electronic applications are accepted.

To apply, please use this link: <https://islandinstitute.bamboohr.com/jobs/view.php?id=77>

Based in Rockland, Maine, the Island Institute is a nonprofit organization and an equal opportunity "at-will" employer committed to providing equal employment opportunities based upon an individual's ability and qualifications. We do not discriminate against people on the basis of race, citizenship, ancestry, color, religion, sex, sexual orientation, national origin, age, mental or physical disability. For more information about the Island Institute, please visit www.islandinstitute.org.