

Polar Communications

Job Description

Job Title: Information Technology Specialist
Department: Operations Department
Reports To: IT Supervisor
FLSA Status: Exempt
Prepared By: Human Resources
Approved By: Chief Business Development Officer
Approved Date: 08.29.2022

SUMMARY

The IT Specialist assists in maintaining the current computer network for Polar's information services needs. Key responsibilities include installation, maintenance, documentation, testing, modification, and updates the computer network and related equipment to Polar. This position will also assist business customers in the maintenance and administration of their network, security, hardware and software needs at the direction of the IT Supervisor.

The employee performing in this position will be directly responsible to the IT Supervisor or in his/her absence, to the Chief Business Development Officer (CBDO). The employee shall cooperate and work with all other departments for the maximum benefit of the company as directed by the CBDO.

The employee shall work a regular 40 hour week. This position does not qualify for overtime. The salary is to be determined by the General Manager/CEO in accordance with company policy.

The employee shall adhere to approved published company policies and safety standards at all times.

This employee must possess a positive attitude and have the ability to work and get along with other employees. As the opportunity arises, be able to meet with and deliver exceptional customer service to Polar's customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains hardware and software upgrades on entire company LAN system.
- Assists Board of Directors, all employees and departments with the set-up, and maintenance of individual company computers, including laptops and home computers used for business purposes.
- May assist in the sales process, research, analysis, development of proposals for business customer's telecommunications needs. Makes recommendations and provides consultation in a professional and courteous manner.
- Provides consultation of network security items to include managed firewall, antivirus and endpoint security for business customers. Follows up with customers on an as-needed basis to ensure network security. Upsells customers to insure network security needs are met.
- Communicates with business customers on needs to set up software and/or hardware devices on their network in an accurate and efficient

manner. May provide customer training to ensure clear understanding of the equipment.

- Maintains accurate and current documentation of entire software and hardware LAN system; insuring that all products on the system are properly installed and meet licensing requirements.
- Obtains and monitors maintenance contracts in order to keep current and stay in compliance with requirements.
- Maintains an up-to-date system documentation (including all passwords and access rights); insuring access for IT Supervisor.
- Documents and maintains adequate system security measures; including anti-virus software and provides authorized personnel remote access (Virtual Private Network).
- When requested, coordinates and assists other departments with system upgrades and documentation.
- Possesses exceptional skills in this position; and reports and documentation must be up to date at all times.
- Assists IT Supervisor with budget development and purchases.
- Reports any breach of security or unauthorized access to company files immediately in writing to IT Supervisor.
- Maintains strict confidentiality of computer records, access to system and passwords.
- Develops a system by which unauthorized access to the company computer system and system parameters are monitored daily; preferably this system should be alarmed. In addition, access to this system should be available to the IT Supervisor at all times.
- Keeps the computer area and equipment clean and performs other operator maintenance functions regularly.
- Researches new technology in hardware and software products to meet task requirements in all departments and makes recommendations in selection of new hardware and software when appropriate.
- Working with business customers to help them comply with their security policies and keeping the IT leads informed of their security posture
- responsible for discovering vulnerabilities and risks in networks, software systems and data centers with ongoing vulnerability scans, monitoring network data, and ensuring hardware and software applications are updated.
- Participate in audits of cyber programs and projects. Track audit findings and recommendations to ensure appropriate mitigation actions are taken.
- Help create, review, and update security policies, procedures, standards and guidelines.
- *Completes other duties as assigned by IT Supervisor.

*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.

SUPERVISORY RESPONSIBILITIES

This position does not have any supervisory responsibilities.

QUALIFICATIONS

- Knowledge of computer operating systems:
 - Windows
 - Linux/Unix knowledge
 - Knowledge of ISP network delivering voice, data and video services.
 - Knowledge of best practices for security, maintenance, backups, and all proactive aspects of network maintenance.
- Knowledge of internet and network technologies, languages and platforms such as:
 - Email
 - HTTP
 - Networking, infrastructure, routing and protocols
 - Network security
 - Network disaster recovery
 - Redundant network design
 - TCP/IP
 - IPTV
 - QoS
 - SSL
 - VPN
 - VLANs
- Knowledge of computer and network hardware and software.
- Skill in operating various equipment including but not limited to:
 - Routers
 - Switches
 - Firewalls
 - Routing protocols
- Considerable knowledge of the Company's billing and financial software.
- Skill in operating various office equipment such as personal computer, various software programs, general office equipment, and telephone systems.
- Skill in reading and interpreting technical documents and information.
- Considerable knowledge of English, spelling, arithmetic and vocabulary.
- Considerable skill in communicating expectations with requests and projects and follow through to completion.
- Advanced reasoning ability with skill in identifying problems and resolutions.
- Considerable ability to communicate well with a positive and friendly manner, both orally and in writing.
- Considerable ability to maintain efficient workflow.
- Ability to pay close attention to detail and the ability to maintain memory for an attention to details.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Minimum of a Bachelor of Science degree in Information Systems or related field. Three or more years of work related experience in a windows environment performing service administration duties and providing hardware/software support. Preference will be given to individuals who have completed or are pursuing Cisco, A+, or Microsoft certifications.

CERTIFICATES, LICENSES, REGISTRATIONS.

A valid and insurable driver's license in good standing under the Company's insurance plan is required.