Department: Department of Youth Services (DYS)
Position: IT Support Specialist
FLSA Status: Non-Exempt
Reports to: DYS Sr. Network and End User Support Specialist

Purpose: Under the direction of the DYS Sr. Network and End User Support Specialist, the IT Support Specialist will be responsible for identifying and resolving technical software, hardware, and network problems presented through help desk tickets in a timely manner, providing end user training and assistance where required, and providing support for installing, monitoring, diagnosing, repairing, and upgrading all backend equipment while ensuring optimal network performance.

Essential Functions
- Provide Level-2 help desk support and resolve problems to the end user’s satisfaction and in a timely manner
- Frequent travel to program sites to resolve IT issues as identified
- Troubleshoot systems and software applications to identify and correct malfunctions and other operational difficulties in a mixed-platform environment for CES’s DYS Initiative
- Configure, test, install, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, networking hardware and systems, including Limitless Learning residential-use laptops
- Ensure timely user notification of maintenance requirements and effects on system availability
- Assist in management and troubleshooting of district-wide Ethernet IP data network, including: end user support for DNS and DHCP services, switching configuration and support, and wireless networking
- Maintain strict confidentiality with regard to the information being processed, stored, or accessed by the internal or external network

Additional Responsibilities
- Develop competencies to apply CES’s social justice and equity principles in daily work
- Investigate, recommend and implement operating procedures that optimize network availability
- Maintain accurate inventory of user devices
- Assist with onboarding of new users
- Manage Active Directory and Google G-Suite within CES’s DYS education network
- Triage Help Desk trouble tickets
- Support and maintain CES/DYS web sites
- Uphold positive interactions with stakeholders at all times and exercise appropriate professional judgment when working independently at program sites
- Perform other duties as assigned by Senior Network and End User Support Specialist or designee
Minimum Qualifications

- A minimum of three (3) years of Help Desk experience in maintaining desktops, laptops, software, and networking hardware and systems
- Experience in creating and maintaining technology systems documentation
- In-depth knowledge of Windows, Mac OS, Linux, and Chrome OS
- Demonstrated understanding and working knowledge of Active Directory structures
- Demonstrated understanding of Google G-Suite administration
- Familiarity with MDM and RDP Technology
- Ability to maintain strict confidentiality
- Highly adaptive, with exceptional problem solving skills
- Ability to prioritize work and multi-task effectively
- Ability to show initiative and anticipate needs
- Exceptional communication, interpersonal, and analytical skills
- Ability to work both independently and collaboratively with diverse personalities
- Ability and desire to provide excellent customer service
- Associate’s degree or technical certificates in an IT-related field, or equivalent experience
- A valid driver’s license and reliable transportation

Preferred Qualifications

- Bachelor’s degree or technical certificates in an IT-related field, or equivalent experience

Physical Demands

- Frequently moves desktop computers and networking equipment, weighing a minimum of 40lbs from and between locations and throughout work office space.
- Constantly positions self to maintain computers including under office and classroom desks and other office equipment.
- Ability to handle job stress in the performance of duties with professionalism and composure.
- The person in this position needs to occasionally move about inside a work location to access file cabinets, office equipment and computers.

Work Conditions

- Ability to work productively with frequent interruptions and competing demands
- Based in Northampton, MA or a remote office with an average of 75% travel to sites statewide, including Eastern MA. Reliable transportation and valid driver’s license required.

Terms of Employment

- Full-time, year-round position
- 40 hours/week, Monday - Friday
- Benefits: full benefits as outlined in CES Personnel Policy

CES is an equal opportunity employer and is particularly interested in candidates from a diverse range of cultural, ethnic, and racial backgrounds. We are especially interested in candidates whose backgrounds are well-suited to understanding and addressing the needs of the diverse student population we serve.