

Catamaran Media, LLC

Job Description

Job Title: Systems Support Technician/Analyst
Department: Production
Reports To: Production / Creative Manager

SUMMARY

Maintains all PC's including rebuilding, modifying, and makes repairs, installs and upgrades software, hardware and networking programs. Provides technical support in all areas for the organization by performing the following duties.

DUTIES AND RESPONSIBILITIES

- Provides support through analysis and solutions to user(s) operating problems and questions; contacts appropriate vendors for support services relating to problems and questions on programs.
- Assists staff to diagnose and solve computer equipment problems. Provides technical assistance, instruction and training to system user(s) on a regular basis; instructs users in use of equipment, software, and manuals.
- Collects data, defines, and analyzes both company and departmental requirements and needs; recommends or suggests and implements innovative solutions that may directly or indirectly affect the software application systems.
- Installs or assists service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's premise. Troubleshoots and repairs computer hardware.
- Loads or installs software applications such as operating systems, word processing, or spreadsheet programs into computer, upgrades and/or new releases in compliance with company standards and procedures.
- Prepares progress reports to inform management of project status. Provides planning project details and estimating time requirements to immediate supervisor on all assigned projects; maintains record of time spent on projects and support assignments; presents results and analysis including project specifics, maintenance and support hours.
- Installs and maintains backup programs/agents on all network servers and work stations; maintains backup tape rotation and archives tapes off-site. Monitors server and work station backups daily and fine-tunes where necessary to assure data integrity. Designs and codes ad hoc report programs for system computer users.
- Keeps abreast of technological developments and changes in relation to current and future program needs. Attends seminars or training sessions, reads current trade journals, and studies systems to find ways to better utilize and increase efficiency.
- Archives all financial systems data and software for IRS reports and relocates equipment when necessary.
- The employee translates user(s) requests into lay men's terms and transforms data into code and estimate CPU usage or other hardware requirements. The employee is required to analyze user(s) requirements and requests leaving room for judgmental errors.
- Unusual situations are referred to the immediate supervisor. The employee works with and has access to confidential and restricted information, discretion is required.

EDUCATION/EXPERIENCE

A high school diploma or general education degree (GED); and a minimum of one year experience in a related field. Previous experience working within the newspaper industry helpful. Knowledge of vendor supplied software, user and system requirements. SQL and/or Visual Basic programming experience preferred. Analysis of user requirements and program production including maintenance of database procedures, development and user training on related applications necessary. Must possess an A+ certification from the Computer Technology Industry

Association or equivalent. Knowledge and skill involving computer programming such as networking, Windows, Macintosh, Personal Computers, Microsoft Office, Microsoft Desktop Applications such as Outlook, Excel, Word and project management required. The employee would require six months to a year of on-the-job training to become familiar with the organization's policies and procedures.

SKILLS/ABILITIES

- Ability to work in a small group team environment is required.
- The ability and skill to effectively communicate and interact personally or by telephone with team members, customers, clients and other employees of the organization in a professional and courteous manner is essential.
- Ability to read, analyze, and interpret general business periodicals, operating and maintenance instructions, procedure manuals and technical computer language procedures.
- Ability to write business correspondence and instructions.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply commonsense understanding, define problems, collect data, establish facts, and draw valid conclusions involving several variables in standardized situations.
- Ability to interpret a variety of technical instructions furnished in written, oral, schedule, mathematical or diagram form while dealing with several variables.
- A high degree of technical skill and ability using and operating computer hardware, software applications and related equipment.
- The ability to view computer terminals for long periods of time.

PHYSICAL DEMANDS

The physical demands 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.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 50 pounds to maneuver computer hardware. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee works under consistent moderate pressure. This position requires a flexible work schedule and overtime may be required. The regular work schedule may change based on the needs of the department.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the office work environment is usually moderate. The employee is required to travel outside the office to and between facilities and may be exposed to outside weather conditions.