GAME CREEK VIDEO

TITLE: IT Administrator

DEPARTMENT: Information Technology

JOB LOCATION: Hudson, NH

REPORTS TO: Director, Network Systems

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POSITION OVERVIEW:

The IT Administrator is a mid-level position that will support our headquarters in Hudson, New Hampshire. We are looking for an individual who is passionate about technology, has a knack for hardware support, and brings an innovative attitude to IT Operations. This individual will provide IT support to our HQ office staff (~100 people), administer company-wide IT systems, and assist in designing new IT solutions. This person will help guide IT policy and procedure as Game Creek Video continues to grow.

TOP FIVE RESULTS THAT DEFINE SUCCESS IN THIS JOB:
- Issues and tickets are resolved within the timeline outlined in the procedure documentation
- IT systems operate with 99.95% reliability
- New projects are pitched, developed, planned, and delivered
- Staff updates are completed within the outlined timelines
- Training is planned, administered, and completed by GCV staff

JOB RESPONSIBILITIES:

High quality support for staff is delivered
- Work with all departments to ensure that IT needs are met
- Follow company procedure for purchasing, inventory, repair, shipping, etc.
- Purchase, image, and deploy new computers and other office hardware using the company ticketing systems to ensure transparency and accountability
- Service computers, printers, barcode scanners, office stations, etc.
- Communicate professionally with all clients internally and externally
- Provide phone, email, and text support for GCV office staff
- Track all issues, purchases, and repairs using Mantis BT

Highly reliable IT Systems operation
- Understand and take ownership of office IT Systems; rapidly and autonomously resolve unexpected outages
- Identify and repair IT Systems that need to be updated, replaced, or patched to prevent outages
- Administer internal IT Products, including G-suite, Cisco and Arista switches, Mac Linux and PC, Jumpcloud, Crowdstrike, QuickBooks, Concur, Jira, Slack, Mantis BT, AWS, Avaya IP office, SIS

- Support all IT Systems at our company headquarters

Innovative new solutions are implemented
- Identify areas that need improvement; initiate and implement projects to resolve those issues
- Create automations to streamline IT Processes and user experiences
- Eliminate redundant systems
- Meet regularly with stakeholders on any ongoing projects
- Consider industry best practices and find places where hardware, workflows, policies, and procedures can be improved to match the evolving IT landscape

Staff information is maintained across all IT Systems
- New hire accounts are created within 1 business day of notification
- New hire hardware and workspaces are prepared for first day arrivals
- Role Change, Manager Change, and other Staff Change Notifications are processed within 2 business days of notification
- Employee offboarding is processed on the timelines supplied by HR
- Staff information is maintained across all relevant services (SIS, Google, KnowBe4, etc.)

Staff is appropriately trained
- Document IT standards and procedures and update documentation as needed
- Communicate clearly with the staff on IT policies; ensure that IT procedures are aligned with broader company policies
- Identify areas where training is needed and create and share four training resources annually
- Construct and administer phishing tests and annual cybersecurity training for all staff
- Provide onboarding and training to all new GCV employees on company IT systems; ensure that users have access to all necessary systems during their orientation
- Provide routine 1 on 1 training with staff in focused areas of improvement
- Participate in discourse with the Director, Network Systems and SVP, Technology to revise existing IT policies and create new policies as needed

JOB REQUIREMENTS:
- Passionate and knowledgeable about new technology
- Clear written and verbal communication skills with the ability to clearly explain technical topics
- Strong research skills and an understanding of how to find information on new issues is essential
- A strong attention to detail is critical when completing tasks
- Advanced computer/IT skills, including experience with Imaging and setting up new computers
- Knowledge of Google apps, and the G-Suite Admin console
- Demonstrated commitment to customer service and satisfaction
- Work quickly and accurately in a fast-paced environment
- Must be an agile, strategic thinker and have strong organizational skills
- Must have a high level of self-motivation and technical aptitude

MINIMUM QUALIFICATIONS:
- 2-4+ years of experience working in an IT Department is required
- Experience in a Tier 2 or higher role is highly preferred
- Highschool Diploma / GED required, technical degree or A+/MTA/CCNA preferred
- Experience working with Cisco or Arista CLI preferred
- Demonstrates knowledge of various IT equipment and processes

- Aptitude with Windows, Mac, IOS, and Android
- Linux aptitude, and aptitude with Linux subsystem for Windows preferred
- Prior experience with GCV's tech stack including G-suite, Mac Linux and PC, Cisco and Arista switches, Jumpcloud, Crowdstrike, QuickBooks, Concur, Jira, Slack, Mantis BT, AWS, and Avaya IP office are preferred
- Ability to be available nights and weekends as needed

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