



TITLE: IT Operations Specialist

DEPARTMENT: Technology

JOB LOCATION: Hudson, NH

REPORTS TO: Director, Network Systems

POSITION OVERVIEW:

The IT Operations Specialist is a hybrid (Tier 1-2) position within Game Creek Video, which serves as the backbone of IT Operations at our Hudson NH headquarters. We are looking for a technologist who will enjoy the fast-paced support that makes up 40% of this role, and the strategic design and administration of IT systems that makes up the other 60% of their responsibilities. This role offers a manageable support queue with the opportunity to take deep dives into Networking, Cloud, AV, and Security in order to autonomously build and administer innovative systems that are at the foundation of Game Creek's IT infrastructure.

KEY RESULTS THAT DEFINE SUCCESS IN THIS JOB:

- User requests are triaged and resolved rapidly (30%)
- Core IT Infrastructure is proactively administered and maintained (25%)
- Hardware lifecycles and planned, provisioned, and monitored (20%)
- User onboarding, offboarding and identity management are seamless (15%)
- Staff training and cybersecurity initiatives are completed on schedule (10%)

JOB RESPONSIBILITIES:

- Serve as the primary point of contact for help desk requests, managing Tier 1 and Tier 2 tickets through to resolution
- Understand and take ownership of IT Systems, such that you are able to rapidly and autonomously resolve unexpected outages
- Monitor and maintain the operations of core IT systems, including Google Workspace, Jumpcloud, CrowdStrike, and AWS, and ensure 99.95% uptime for on prem services including VMs and Arista switches
- Autonomously identify architectural gaps and legacy systems, identify improvements, initiate and implement projects to deliver innovative modernizations
- Create automations (Ansible, Chocolaty, Bash, Powershell, Macro) to streamline IT Processes and user experiences
- Lead the end-to-end process for employee onboarding/offboarding, ensuring data integrity and hardware readiness

- Participate in new technology implementations across the organization, understand needs, evaluate options and implement solutions
- Keep abreast of security risks and trends, respond to vulnerabilities, and train the staff on security related issues

JOB REQUIREMENTS:

- Self Starter; demonstrated ability to work autonomously and manage a diverse project list without constant supervision
- Demonstrated commitment to customer service and satisfaction
- Strong research skills and an understanding of how to find information to resolve novel issues
- Advanced computer/IT skills, including experience with Imaging and setting up new computers
- Knowledge of Google apps, and the G-Suite Admin console
- Must have a high level of self-motivation and technical aptitude

MINIMUM QUALIFICATIONS:

- 2-4 years experience working in an IT Department
- Tier 2 experience highly preferred
- Highschool Diploma / GED Required, technical degree or A+/MTA/CCNA preferred
- Experience working with Cisco or Arista CLI preferred
- 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, & Avaya IP office is preferred
- Availability for occasional night/weekend maintenance or emergency response

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