

American Radio Relay League Inc.
Job Description
IT Support Specialist

Department:	IT	Grade:	11
Reports To:	IT Director	Classification:	Exempt
Supervises Direct:	0	Supervises Indirect:	0
Starting Salary Range: \$67,500 to \$76,500			

Role:

IT Support Specialist must have expertise in both Unix and Windows system administration. Responsibilities include managing and optimizing a hybrid IT infrastructure, ensuring system reliability, security, and performance. Will also be required to work closely with IT teams, developers, and stakeholders to maintain a seamless and robust IT environment while supporting business objectives.

Essential Functions & Responsibilities:

- **System Administration:**
 - Manage, monitor, and maintain Unix/Linux and Windows servers across on-premises, virtual (VMWare) and cloud environments (AWS, Rackspace).
 - Perform system updates, patches, and configuration changes to ensure optimal performance and security compliance.
 - Troubleshoot and resolve complex hardware, software, and network issues.
- **Server Management:**
 - Administer Active Directory (AD), DNS, DHCP, and Group Policy in Windows environments.
 - Oversee Unix/Linux services like NFS, SSH, FTP, and cron jobs.
 - Ensure seamless interoperability between Unix/Linux and Windows systems.
- **Performance and Monitoring:**
 - Implement and maintain system performance monitoring tools.
 - Analyze logs and metrics to proactively identify and resolve potential issues.
- **Automation and Scripting:**
 - Create and manage automation scripts using Bash, PowerShell, or Python to improve system efficiency.
 - Automate routine tasks, such as deployments and backups.
- **Security and Compliance:**
 - Implement and enforce system security best practices, including vulnerability management and remediation.
 - Collaborate with security teams to ensure compliance with industry standards and organizational policies.
 - Manage access control and identity management systems.
- **Backup and Disaster Recovery:**
 - Develop, test, and maintain backup and disaster recovery plans for critical systems.
 - Perform regular data backups and restoration testing.

- **Documentation and Training:**

- Maintain comprehensive documentation for systems, processes, and procedures.
- Provide training and support to staff and end-users as required.

Performance Measurements:

1. Contribute to creating positive energy and fostering a collaborative team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
2. Effective Management of IT systems, infrastructure, and resources to meet business objectives.
3. System Uptime & Availability
4. Incident Response & Resolution time
5. System Performance & Optimization
6. Project Completion & Delivery
7. Security & Compliance
8. Automation & Efficiency Improvements

Knowledge and Skills:

Experience	Three years of similar or related experience.
Education	Bachelor's degree in computer science, information technology, or a related field (or equivalent experience). Certifications such as Microsoft Certified: Azure Administrator, Red Hat Certified System Administrator (RHCSA), or similar.
Interpersonal Skills	Work involves extensive personal contact with others and may be sensitive in nature. Motivating, influencing, and/or training others are key at this level. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others.
Other Skills	Proficiency in managing and maintaining Windows Server (2016/2019/2022) and Unix/ Linux distributions (e.g., Red Hat, CentOS, Ubuntu). Strong knowledge of virtualization technologies (e.g., VMware, Hyper-V) and cloud platforms (e.g., AWS). Familiarity with networking concepts such as TCP/IP, firewalls, and load balancers. Expertise in storage solutions (SAN/NAS) and backup tools. Certifications such as Microsoft Certified: Azure Administrator, Red Hat Certified System Administrator (RHCSA), or similar. Experience in ITIL processes and methodologies. Strong analytical and problem-solving abilities. Excellent communication and teamwork skills.

	Ability to manage multiple priorities and work under pressure.
Physical Requirements	Must be able to sit, stoop, stand for extended periods of time. Visual acuity and ability to work at a computer for an extended period. Physical exertion to manually, move, lift, carry, and push/ pull items weighing up to 50 pounds.
Work Environment	Onsite in an office environment located in Newington, CT with occasional travel required.