

Job Description

Duties and Responsibilities

Job Title: Computer Specialist
FSLA: Exempt
Department: Technical Services
Prepared By: Donald DiPalma
Reports To: Associate Director Technical Services
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A. Job Description Objective

Responsible for

- Supporting the Technical Services operation in the India area
- Tasks / activities to monitor and ensure the network, PCs, servers and systems are operating efficiently.
- Tasks / activities to monitor and reduce the risk of security breaches, virus and malware.
- Deployment and support of PCs.
- This is accomplished by, but not limited to:
 - Monitoring event logs
 - Installation / maintenance of operating system patches
 - Maintaining the PC inventory
 - Searching for virus and malware threats
 - Ensuring all systems are up to date on virus definitions

B. Primary Job Objectives

The table below gives the primary duties/ responsibilities for this position. It shows the expected allotted time over an extended period for the areas supported by the position as well as the description of those areas.

Rank of Importance	% Allocation	Description
1	40	Supporting the Technical Services operation in the India area.
2	25	Tasks / activities to monitor and ensure the network, PCs, servers and systems are operating efficiently.
3	25	Tasks / activities to monitor and reduce the risk of security breaches, virus and malware.
4	10	Deployment and support of PCs.

Computer Specialist responsibilities include the following: *This is not an exhaustive task list and other duties may be assigned as deemed appropriate or warranted by immediate manager.*

- Technical support for software (Outlook, SharePoint)
- Installs, configures, and troubleshoots desktop client server applications, desktop operating systems, client email, Internet Explorer web access, printer functions and drivers, Audio and Visual Support, and other specialty Operational, Administrative or Branch software.

- Provide basic network administration to include, but not limited to, maintaining user accounts, installing upgrades and patches, and setting up network printers.
- Will handle first level support for all helpdesk tickets, and coordinate escalations where needed.
- Software and hardware support, programming, documentation and end user training.
- Will assist other TS members with managing templates for virtual machines. This will include creating, upgrading and retiring templates as needed.
- Will perform maintenance on servers in the Kolkata, US, AWS datacenters. This includes system log, AV, DLP, Windows Updates inspection and remediation, as well as perform periodic reboots of infrastructure machines.
- Assist the team with special projects as needed.

C. Job Qualifications Necessary

- BS in Computer Science and 1-2 years' experience with technical support.
- Knowledgeable in networking, windows operating systems, virtual machines, PC support, and help desk support.
- Must be knowledgeable in security and data integrity practices and using AWS.
- Good problem solving skills
- Excellent communication skills.
- Fluent in English