



IT SPECIALIST JOB DESCRIPTION

The IT Specialist is responsible for overseeing the deployment, maintenance, and security of all technology utilized by Bahama Buck's Franchise Corporation. Duties include system administration, database administration, cyber security, providing user support, resolving any technology issues, maintaining redundant backup's, performing quarterly phishing tests, checking all domains quarterly to ensure ADA compliance, and maintaining infrastructure. The IT Specialist will maintain and improve the technology systems to ensure all team members have the technology to operate efficiently and effectively.

REQUIREMENTS

- Strong analytical skills.
 - Extensive knowledge of information technologies and information systems.
 - Ability to provide great customer service, helpdesk duties, and interpersonal skills.
 - Ability to take ownership of all IT related issues.
 - Ability to troubleshoot technical issues in a timely manner
 - Proficient with different operating systems, including Windows, iOS, Linux, and smart devices
 - Proficient with Digital Signage.
 - Proficient in enterprise hardware, software, and Infrastructures
 - Strong organizational skills to juggle multiple tasks within the constraints of timelines and budgets.
 - Associates, BS in Information Technology, or equivalent experience.
 - Professional certifications in IT preferred but not required (CompTIA A+, Security+, and Network+)
 - A firm understanding of office suites/services such as 365 and GSuite services.
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RESPONSIBILITIES

- Review diagnostics and assess the functionality and efficiency of systems.
- Implement and maintain cyber security assessments and standards.
- Monitor security certificates and company compliance requirements.
- Stay plugged in to emerging technologies/industry trends and apply or implement them into operations and activities.
- Utilize and support a ticketing system in a communicative and timely manner
- Offer technical support to company staff and troubleshoot any technical issues.
- Maintain installations/updates of software and hardware as needed
- Anticipate and report the cost of replacing or updating technology.
- System Administration and Network Administration.
- Maintaining an expanding network infrastructures
- Overseeing networking functionality and stability tasks.
- Administrate and maintain all inhouse and offsite backups.
- Administrate and maintain VOIP systems.
- Provide digital signage support for staff and store personnel.
- Ensure and support a steady work flow for all who utilize certain technologies within the workplace.