

AMERICAN JERSEY CATTLE ASSOCIATION NATIONAL ALL-JERSEY INC. & ALL-JERSEY SALES CORPORATION

POSITION DESCRIPTION

TITLE: IT Support Specialist

DESCRIPTION: The IT Support Specialist will work alongside the Information Technology team to provide support and maintenance of computers, servers, telecommunication, and networking devices and to assist in developing high quality server, web and mobile applications for the organizations' staff and customers.

LOCATION: Based in the AJCA-NAJ Headquarters, Reynoldsburg, Ohio

REPORTS TO: IT Manager.

RESPONSIBILITIES:

- Monitor and maintain physical and virtual servers. Apply OS updates as needed.
- Perform weekly backups of system and user digital resources. Confirm that backups are reliable and can be restored in a timely fashion.
- Provide user support for company-owned devices and company-developed applications.
- Create and maintain web-based and mobile applications.
- Collaborate with management and end users to help clarify application goals, identify potential issues, and recommend solutions.
- Provide written documentation of new and revised applications.
- Plan and direct thorough testing of new and updated applications to ensure they will produce the intended outcome.
- Help create user manuals for all new applications to assist the end users. Update existing user manuals to reflect any revisions to their respective applications.
- Assist the Information Technology team with existing application enhancements to increase operating efficiency and to adapt to new system or user requirements.
- Undertake any other projects or duties as instructed by the IT Manager.

QUALIFICATIONS:

- Bachelor's degree in computer technology or equivalent experience.
- Experience using Windows Server 2012 or higher server operating systems.
- Experience using Microsoft Hyper-V, Microsoft Virtual Server, or equivalent server virtualization software.
- Experience creating and maintaining Microsoft Active Directory user and group accounts.
- 1+ years of experience creating and maintaining web and Windows applications using C# 7.x, .NET MVC, VB.Net, HTML5, CSS3 using SCSS, JavaScript and JQuery.
- Proficient with SQL Server 2012/2014/2016 and SQLite3 databases.
- Proficient with Visual Studio 2017.
- Familiarity with Entity Framework.

- Familiarity with Dependency Injection, Unit Testing and related concepts.
- Familiarity with Jira or equivalent project management systems.
- Familiarity with creating and maintaining Android mobile applications and .NET WebAPI2 APIs a plus.
- Effective project planning and problem-solving skills.
- Strong time management skills.
- Excellent communication skills including writing, speaking and the ability to listen.
- Willingness and ability to meet project deadlines.
- Team oriented with positive interpersonal skills.

WORKING CONDITIONS: Full-time position. Works in an office setting. Availability to work a flexible schedule that may occasionally include extended weekday and weekend hours to meet project deadlines.

SALARY: Commensurate with experience. Employee benefit package available.

This Position Description in no way states or implies that these are the only duties to be performed by this employee. This person will be required to follow any other reasonable instructions and to perform any other duties requested by the IT Manager and the Executive Secretary & Chief Executive Officer.

March, 2021