



JOB POSTING

Systems Support Specialist
Georgetown, Texas
First Shift

Summary: Full Information Systems support including hardware, software, users, maintenance and installation of AirBorn's Information Systems.

RESPONSIBILITIES

- Network Hardware Support – Supports, maintains and upgrades all company networking equipment such as servers, hubs, switches, network cards and wiring.
- Network Software Support – Supports, maintains and upgrades network software components and client connectivity.
- Software Application Support – Supports, maintains and upgrades server-based software applications such as office suites, e-mail, databases, data backup systems, virus protection and application metering.
- User PC Hardware Support – Supports, maintains and upgrades all personal computers and normal office peripherals such as modems and printers. Offers support as needed with non-standard peripherals.
- User Software Application Support – Offers basic support of user software applications such as office productivity packages, client connectivity software, email software and other software that is in general use.
- Assists in support of specialty software, as needed.
- User Operating System Support – Supports, maintains and upgrades all PC-based user operating systems.
- Telephone System Support – Acts as the central point of contact for telephone related issues such as repairs of user equipment, new installations and scheduling of work through AirBorn's telephone maintenance contractor.
- User Training – Trains users on software applications one-on-one or in a classroom, or recommends outside contractors to provide training.
- New Technology – Obtains current information on new Information System technology through trade magazines or other sources as it may apply to AirBorn. Writes up recommendations for management review.

KNOWLEDGE, SKILLS AND ABILITIES Requires the knowledge typically acquired through:

- Completion of a Bachelor's degree from four year college or university.
- Two to six years related experience and/or training; or equivalent combination of education and experience.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedure or governmental regulations and to write reports business correspondence and procedure manuals.

- Ability to effectively present information and respond to questions from groups of managers, clients, customers and employee groups.
- Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference and volume.
- Ability to solve practical problems and deal with a variety of concrete variable in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must have Windows Server 2003, Exchange 2003 and Symantec Backup Exec experience.

PHYSICAL DEMANDS

The physical demands describe here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, stoop, kneel, crouch or crawl and climb or balance, sit, talk, hear and use hands to finger, handle or feel objects and reach and lift with hands and arms. The employee must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; and risk of electric shock. The noise level of the work environment is usually moderate. Travel is limited to less than 10%.

HOW TO APPLY

For immediate consideration, please send resume, cover letter, and salary expectations via email to jobs@airborn.com

We are an Equal Opportunity Employer

ITAR COMPLIANCE This position requires access to or use of information which is subject to the federal International Traffic in Arms Regulations (ITAR). All applicants for this position must be U.S. Persons within the meaning of ITAR. ITAR defines "U.S. Person" as U.S. citizen, lawful permanent resident of the U.S., person admitted as a refugee to the U.S., person granted asylum in the U.S., or person granted the status of alien lawfully admitted for temporary residence to the U.S. under 8 U.S.C. §1160(a) (for special agricultural workers) or 8 U.S.C. §1255(a)(1) (an amnesty program).