



St. Vincent de Paul
SOCIETY OF LANE COUNTY

Network Support Specialist

Eugene, OR 97408

Pay: \$51,000 - \$55,000 a year - Full-time

Qualifications

- Network administration: 1 year (Preferred)
- US work authorization (Preferred)

Full Job Description

Over the last 68 years, SVdP has grown from a volunteer-led non-profit to the largest human services agency in Lane County with more than 600 employees. Our mission is to assist the poor and those in need of consolation, seeking out and utilizing every resource. Being mindful of the sanctity and dignity of all, any charitable work that advances those goals is within the mission of SVdP Lane County.

As a Network Support Specialist, you will be expected to provide excellent support for our nearly 700 users. Soft skills, as well as confident IT knowledge, are necessary for this position.

Required support skills include:

Teamwork

- Learn quickly
- Work under pressure
- Flexibility and adaptability
- Interpersonal skills

User Engagement

- Customer service
- Communication (verbal and written)
- Support through phone, email, and remote connections

Knowledge Management

- Create, update, and maintain knowledge records
- Provide knowledge to Frequently Asked Questions directly to end-users

Support Experience

- Troubleshooting and problem-solving
- User account creation and setup in an AD environment
- Email account setup in Office 365 Exchange
- Provide for common user requests (access, password resets, etc)

Hardware & Software

- Configure, install, and deploy equipment (desktops, laptops, printers, scanners)
- Configure and install software per company standards
- Follow update/upgrade procedures and policies

Required networking skills include:

Hardware

- Configure and deploy networking equipment (routers, firewalls, switches)
- Configure and maintain servers (physical and virtual)
- Maintain server backups and restore systems on mission-critical equipment

Networking

- Knowledge of IP addressing and networking protocols
- Manage, identify, troubleshoot, and document network connectivity and performance issues
- Knowledge of ISP/Communication Providers and Virtual Private Networks (VPNs)

Technical

- Knowledge of databases (SQL, FMP, Access)
- Knowledge of scripting (CLI, Powershell, Bash)

HOW TO APPLY If you feel you are qualified and want to apply for this position submit a St. Vincent De Paul (SVdP) job application online at <https://apply.svdp.us/>

All employees and prospective employees of St. Vincent de Paul will receive equal employment opportunity without regard to race, color, religion, sex, age, national origin, disability or any other trait

protected by applicable law.

Promotions, transfers, training, compensation, benefits and all other employment considerations will be administered without regard to race, color, religion, sex, age, national origin, disability or any other trait protected by applicable law.

Veterans are encouraged to apply.

Job Type: Full-time

Pay: \$51,000.00 - \$55,000.00 per year

Benefits:

- Dental insurance
- Employee assistance program
- Employee discount
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday

Experience:

- Network administration: 1 year (Preferred)

Work Location: One location