

Bulletin Board Posting: 01/23/15

RCUH Website: 01/23/15

Hire Net Hawaii: 01/23/15

NMSF/PMNM INFORMATION TECHNOLOGY SPECIALIST– ID# 15049. National Marine Sanctuary Foundation (NMSF) assigned to the Papahānaumokuākea Marine National Monument and World Heritage Site. Regular, Part-Time (50% FTE), RCUH Non-Civil Service position with the National Marine Sanctuary Foundation (NMSF) assigned to the Papahānaumokuākea Marine National Monument and World Heritage Site (PMNM), located at the National Oceanic and Atmospheric Administration (NOAA) office in Honolulu, Hawaii. Continuation of employment is dependent upon program/operational needs, satisfactory work performance, availability of funds, and compliance with applicable Federal/State laws. **MONTHLY SALARY:** Salary commensurate with qualifications. **DUTIES:** Responsible for customer service based Information Technology (IT) support focusing on end user support and systems maintenance, administration, implementation, and coordination. Maintains and manages monument information systems, including Personal Computer (PC) desktop/laptop, server, printer, audio/visual (A/V), and network support. Maintains inventory, ensuring systems are updated and patched as well as conducting routine review and remediation of vulnerabilities in accordance with the security plan. Trains and supports end-users. Purchases, configures and supports hardware, software, A/V equipment and tracks. **PRIMARY QUALIFICATIONS: EDUCATION/TRAINING:** Associate's Degree from an accredited community college in Computer Science or related field. (High School Diploma or G.E.D. equivalent plus an additional two to four (2-4) years of comparable training or work experience in computer sciences, information technology, or related field may substitute for an Associate's Degree) **EXPERIENCE:** Two to four (2-4) years of experience working in helpdesk/customer support, configuring and troubleshooting both PC and Mac desktop/laptops. Experience with an Active Directory environment. One to three (1-3) years of experience writing technical documentation related to information technology, purchasing and acquisition of information technology equipment, installation and supporting various application packages, updating operating systems and anti-malware software. One to three (1-3) years of experience with the following essential programs: Microsoft Operating Systems including Active Directory, SharePoint, Microsoft Office; Apple's Operating Systems, backup and recovery software, Virus protection packages, online webinar administration, Final Cut Pro, Adobe Creative Suite, email programs, networking including Simple Network Management Protocol (SNMP), Transmission Control Protocol/Internet Protocol Suite (TCP/IP), routers, systems architecture and hardware issues. **ABIL/KNOW/SKILLS:** Knowledge of Microsoft and Apple operating systems; mobile device setup and configuration, Local Area Network (LAN), Wide Area Network (WAN), Wireless Local Area Network (WLAN) and Virtual Private Network (VPN) setup and troubleshooting; Active Directory; telecommunications; remote access; computer hardware upgrade and repair. Knowledge of scripting and programming languages. Familiarity with tracking servers and network devices in a data center environment. Excellent information technology and communication skills. Ability to troubleshoot and setup standard office equipment including telephones, printers, displays and other audio/visual devices. Ability to train individuals on a one-to-one basis in computer and software operations. Must have the ability to analyze existing data policies, practices, and procedures and develop tools and protocols that enhance efficiency and overall operations of the

project. Must have outstanding customer service skills, both on the phone and face-to-face. Must have strong interpersonal and communication skills and the ability to work with a variety of individuals with a wide range of computer skills to quickly and efficiently resolve IT issues. Post Offer/Employment Condition: Must be able to pass a post offer criminal background check. (As necessary based on work location or other job requirements) incumbents may be required to meet the US Department of Commerce, National Oceanic and Atmospheric Administration security requirements for working in a federal facility which includes being fingerprinted and having a federal background check performed. **PHYSICAL/MEDICAL REQUIREMENTS:** Able to lift and carry up to fifty (50) pounds unassisted and up to eighty (80) pounds assisted. **POLICY AND/OR REGULATORY REQUIREMENTS:** As a condition of employment, employee will be subject to all applicable RCUH policies and procedures and, as applicable, subject to University of Hawaii's and/or business entity's policies and procedures. Violation of RCUH's, UH's, or business entity's policies and/or procedures or applicable State or Federal laws and/or regulations may lead to disciplinary action (including, but not limited to possible termination of employment, personal fines, civil and/or criminal penalties, etc.). **SECONDARY QUALIFICATIONS:** Knowledge of U.S. Federal Department of Commerce IT Standards, policies and procedures. Knowledge of Federal data management standards and policies, such as United States Government Configuration Baseline (USGCB). Knowledge of the Federal Information Security Management Act of 2002. Knowledge of National Institute of Standards and Technology (NIST) 800-53 controls for Federal Information Systems. Cisco or Microsoft Certification or equivalent experience. Familiarity with the National Oceanic and Atmospheric Administration and the Office of National Marine Sanctuaries. Familiarity with the Hawaiian Islands, its communities, and issues. Familiarity with the Hawaiian language. Ability to exercise sound judgment, take initiative, and make recommendations to solve problems. Ability to think both analytically and creatively in order to provide maximum level of support to both internal and external customers. **INQUIRIES: Moani Pai 808-933-8191 (Hawaii).** **APPLICATION REQUIREMENTS:** Please go to www.rcuh.com, click on "Employment"; select "Apply" and navigate to "See Job Announcements and/or Apply for a Job." You must submit the following documents online to be considered for the position: 1) Cover Letter, 2) Resume, 3) Salary History, 4) Supervisory References, 5) Copy of Degree(s)/Transcript(s)/Certificate(s). All online applications must be submitted/received by the closing date (11:59 P.M. Hawaii Standard Time/RCUH receipt time) as stated on the job posting. If you do not have access to our system and the closing date is imminent, you may send additional documents to rcuhr@rcuh.com. If you have questions on the application process and/or need assistance, please call (808)956-8344. **CLOSING DATE: February 6, 2015.** EEO/AA Employer.