Title: Senior Infrastructure Support Specialist  
Job Type: Non-Exempt ☐ Exempt ☒

Division: Information Technology  
Job Grade: 7

Reports to: Manager of Infrastructure and Support

Come join our team! We are always eager to meet, connect and build success with new talent in our industry.

We are currently offering a Hybrid work environment (based on business needs) and a pension.

This position requires proof of full vaccination of COVID-19 prior to the first day of employment, absent need for medical and religious accommodation or other exception allowed by state or local law. **You must meet the PA residency requirement.** Applicants must be authorized to work for ANY employer in the U.S. We are unable to sponsor or take over sponsorship of an employment Visa at this time. We look forward to meeting you and building success together.

**Job Purpose**

Responsible for the installation, layout, maintenance, design, and technical support for all network and infrastructure systems. Conduct research and evaluation of network technology and recommend purchases for equipment and software related to networked systems, infrastructure, and related services.

Serve as in-house Subject Matter Export for all systems, servers, network components and software employed by Agency IT functions.

**Essential Functions**

1. Consult with end users and other IT staff to evaluate requirements, recommend designs, plan projects, and coordinate tasks for installation, upgrades and improvements.
2. Analyze and resolve technical problems for established infrastructure and network systems.
3. Analyze and resolve technical problems for end users including software and hardware.
4. Plan, test, recommend, and implement network, server, and workstation hardware and software.
5. Provide documentation, training, and guidance for systems to other IT staff and end users.
7. Troubleshoot and resolve network production problems.
8. Conduct technical research on upgrades and components to determine feasibility, time required, and compatibility with current systems.
10. Install, configure, and maintain components (hardware and software).
11. Determine and plan for new hardware or modifications to existing hardware.
12. Establish user profiles, user environments, directories, and security as required for systems.
13. Work as a team member with other technical staff to ensure connectivity and compatibility between systems.
14. Work with vendors to resolve complex problems.
15. Maintain confidentiality regarding the information being processed, stored or accessed on the PHFA network and associated systems.
17. Assist personnel of other departments as a resource as required.
18. Oversee the installation of hardware and software by both internal and external resources.
19. Provide on-the-job training to new department staff members.
20. Provide computer orientation to new company staff as requested.

**Education/Work Experience/Skills**

**Education:** Bachelor’s degree in information technology, cybersecurity, or a related field preferred.

**Experience:** 7-10 (seven to ten) years of related IT experience (preferably within state government agencies or financial services).

**Knowledge/ Skills:**

- Proven experience in consistently achieving results, even under tough circumstances.
- Strong interpersonal skills to balance expectations with business requirements.
- Demonstrated planning and change management skills.
- Possesses an innovative and continuous improvement mindset; able to call on business sense and analytical skills to develop new ideas and solutions.
- Comfort in working with senior management and employees at all levels.
- Expertise in VMware vSphere/ESX. VMware Horizon VDI experience is a plus.
- Strong knowledge of Microsoft Windows Server 2008 R2 and newer. Experience migrating from older versions to new versions is preferred.
- In-depth understanding of Fortinet, Cisco, and Ruckus infrastructure including routers, switches, wireless and firewalls.
- Familiarity with Tintri, Dell Technologies or other Storage Area Networks (SAN).
- Microsoft 365 administration, management and troubleshooting experience with a focus on Exchange Server Online, Azure Active Directory, Compliance and Intune.
- Extensive knowledge of IT security principles and best practices, including experience in implementing and managing security programs.
- Excellent problem-solving and decision-making abilities, with a focus on delivering innovative and practical solutions.
- Strong project management skills with the ability to prioritize and manage multiple initiatives simultaneously.
- Exceptional communication and interpersonal skills, with the ability to collaborate effectively with diverse stakeholders.
- Relevant network, security or server focused certifications are highly desirable.
### Travel

- [ ] None
- [ ] Light
- [ ] Frequent
- [ ] Other:

### Working Conditions

**Physical Demands:**
- [ ] Lifting/Carrying
- [ ] Walking
- [ ] Sitting
- [ ] Standing
- [ ] Other