

Duluth-Superior Area Educational Television Corporation dba/WDSE

Lead IT Systems Administrator/Engineer Job Description

Position Title: Lead IT Systems Administrator/Engineer

Department: Engineering and Operations

Reports to: Director of Engineering and Operations

FSLA Status: Exempt

Position Summary:

It is the mission of WDSE to illuminate, inspire and enrich lives to strengthen community. We do this through programs and services that educate, inspire, and entertain, fostering citizenship and culture, the joy of learning, and the power of diverse perspectives. To advance this work, WDSE seeks an experienced Lead IT Systems Administrator/Engineer to lead, plan, and organize activities to provide and maintain the technology-based infrastructure and services needed to support the WDSE business offices as well as our multiplatform services including television, radio, and online operations. This position, as an integral member of the engineering team, will also assist in installation, repairs, configuring, adjusting, and maintaining station broadcast IT equipment including transmission equipment, in compliance with station policy.

Compensation is commensurate with experience. This role is eligible for an excellent benefits package that includes health, dental, vision and employee life insurance, 403(b) retirement matching, paid annual leave, and sick leave.

Internal Contact: All station staff, and particularly Engineering, TV Production and Radio personnel.

External Contacts: Viewers, vendors, and technical support personnel.

Description of Duties:

1. Manage information technology systems in both the enterprise and technical areas of the organization including networks, servers (Windows OS, Mac OS, Linux, VMWare), network storage (SAN/NAS/LTO), Office 365, active directory, and end user systems.
2. Hands-on experience with the ability to troubleshoot hardware and software issues related to internal IT network administration and network equipment installations.
3. Monitor performance and technology trends of information technology and make recommendations for improving the IT infrastructure.
4. Work with staff to troubleshoot and address technical issues as they arise. Escalate issues to management and propose alternate resources to address impacting issues.

5. Install, repair, adjust, and provide support to station broadcast equipment, control room systems, editing systems, and production equipment, transmission facilities radio studio systems and digital content systems.
6. Advises Director of Engineering regarding operational abnormalities, i.e., failing equipment, available upgrades, industry changes, and institutional IT risk.
7. Responsible for maintaining and implementing IT security protocols across the enterprise.
8. Maintains and manages company telephone and communications systems.
9. Operates WDSE Master Control and transmission equipment as necessary.
10. Excellent interpersonal and communication skills with the ability to interact effectively with internal staff, various levels of management, contractors, and vendors.
11. Available to work nights and weekends as required. Readily available for afterhours work and on-call as assigned.
12. Performs other duties within the Engineering Department as required.

Required Skills and Knowledge:

Computer network specialist with the ability to build and maintain a variety of networks and systems. Excellent trouble-shooting and critical thinking skills for problem solving, with applicable understanding of data privacy and security practices. Proficient knowledge of current software development practices, concepts, methodologies, as well as trends in technology.

Minimum Qualifications:

Bachelor's degree or equivalent combination of professional work experience and education. 5 years' work experience in an Information Technology environment, including 2 years' experience in a technical leader capacity. Must be available to work on-call when needed.

PHYSICAL REQUIREMENTS:

This position requires frequent sitting, standing, walking, verbal communication, nonverbal communication, using computer screens, and occasional travel. Able to lift and carry equipment up to 75 pounds.

TO APPLY:

Submit a resume, cover letters to applicant@wdse.org. Please use the subject line: "Last Name, First Name, Lead IT Systems Administrator/Engineering." In addition, visit the <http://wdse.org> website and submit an application with resume.

WDSE is an equal employment opportunity employer. WDSE does not discriminate against employees or applications on the basis of race, color, religion, gender, age, national origin, citizenship status, disability, medical condition, genetic predisposition or carrier status, military or veteran status, sexual orientation, gender identity or expression, marital status or any other characteristic protected by applicable local, state or federal law.