



**Woods Hole Research Center
Information Systems Assistant
Job # MESA01**

SUMMARY: The Woods Hole Research Center specializes in environmental science, policy and education, and is enlarging its MIS department to meet the increased demands of a growing staff. This full-time PC/network support position reports to the Director of Information Systems, and responsibilities include maintenance of network infrastructure, equipment purchasing and user support.

RESPONSIBILITIES: This position has responsibility for multiple tasks relevant to the maintenance of network and user functionality:

- Purchase computer equipment, software, supplies and peripherals
- System setup and software installation
- Troubleshoot hardware and software problems
- Orientation for new users
- Maintain user and group accounts
- Oversee software licensing and hardware maintenance contracts
- Maintain onsite and offsite network backup systems
- Workstation security – overseeing firewall, anti-virus and anti-malware protection
- Assist in maintenance of FTP servers, Active Directory, DNS & DHCP, email, and spam-filtering

Education and Experience: Applicants should have a Bachelor's degree in computer science or information technology or 3+ years of experience in computer support.

Required Skills:

- Exceptional communication and listening skills suitable for interaction with a varied and demanding group of users
- Must demonstrate a reasonable command of networking concepts with a working knowledge of Mac OS X & MS Operating Systems (2000, XP, Server 2000/2003/2008, Vista, Windows 7)
- Expertise in spreadsheets, word-processing, email clients and presentation software
- Ability to effectively set priorities in a multi-tasking environment.
- Ability to work with a minimum of supervision and occasionally outside of regular office hours.
- Strong attention to detail while maintaining consistent workflow; superior follow-up skills to put closure on issues, and sound organizational ability.

The exceptional candidate might also have skills in these areas: Linux, cluster administration, database design and maintenance (MS SQL, MySQL), IIS administration, Symantec Anti-virus & BackupExec, IMail, Declude, CalDav, JAVA, PHP, HTML.

Salary Range: \$50,000 – \$55,000, full benefit package, exempt position

Application deadline: November 30, 2010

Start: December 2010

****** Application Instructions:** To apply, send cover letter referencing **Job # MESA01**, curriculum vitae, and contact information for three references to jobopenings@whrc.org