



Job Title: IT Support Professional
Department: Information Technology
Reports To: Director of Information Technology
FLSA Status: Exempt, Full Time

White Oak conserves and sustains some of the earth's rarest species through sustainable conservation breeding, education, and responsible land stewardship. The conservation programs span 700 acres along the St. Marys River in northeast Florida, surrounded by 17,000 acres of mixed forest and wetlands that make up the beautiful White Oak property.

White Oak Mission:

Save endangered wildlife and habitats through sustainable conservation breeding, education, and responsible land stewardship

Position Purpose:

White Oak Conservation is seeking an **Information Technology Support Professional** to support White Oak's employees, guests and systems. The right candidate will have the opportunity to gain experience in disciplines such as network management, vendor management, project management and the evaluation of new technologies pursuant to the candidate's interests and career goals.

Responsibilities and Tasks:

The essential duties and responsibilities of this position include the following. Other duties may be assigned.

- Troubleshoot Windows 10/11 operating systems.
- Troubleshoot, maintain, and repair PC equipment and monitors.
- Work with network support team to manage and troubleshoot networking, equipment, and cabling issues. Install or replace equipment as necessary.
- Support management of wireless access points and troubleshoot issues; monitor wireless access point connections and performance.
- Assist with management of Active Directory to manage users, security groups, file shares, etc.
- Manage print server and troubleshoot printing issues.
- Provide Microsoft Office 365 support to employees and guests.
- Support third party business applications (fuel tracking software, HVAC monitoring system, etc.) and act as administrator or coordinate with respective vendors as needed.
- Assist with management and troubleshooting of mobile devices.
- Manage and maintain smart televisions and displays.
- Support and troubleshoot video surveillance camera operation and retrieval.
- Assist employees and guests with conference set up and audio / video support.
- Assist with or lead various IT project implementations.
- Coordinate with telephone vendor for VOIP and analog voice related issues.
- Coordinate with Tier 1 help desk and network managed service provider as needed.
- Assist in documenting and maintaining IT procedures and checklists.

Experience & Qualifications

- Eight years' progressive experience in IT support positions
- Experience supporting and interacting with senior leaders
- Experience with Windows OS, Microsoft Office 365, MS Exchange, Azure Active Directory and Microsoft servers
- Experience creating and managing file shares and user security groups
- Experience managing or supporting Microsoft 365 tenant
- Familiarity with networking protocols and routing in a Cisco Meraki environment
- Experience troubleshooting PC hardware and cabling issues
- Experience with Avaya or Cisco telephone systems, Polycom and video conferencing technologies a plus
- Ability to plan, prioritize and drive issues, tasks and deliverables from concept to closure
- Ability to work across different non-technical and technical functional groups
- Strong problem-solving skills including root cause analysis and corrective action
- A bachelor's degree in computer science or related field required
- Relevant certifications in desktop application support and networking desired

Location:

This is primarily an onsite role in Yulee, FL.

Special Working Conditions: Must have valid drivers' license.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to exert up to 25 pounds of force to lift, push, pull, carry, or otherwise move objects, climb a 5-foot ladder, and work outdoors in all conditions.

Ability to work a flexible schedule on occasion which may include evenings, weekends, and holidays as well as unforeseen emergency situations.

White Oak Conservation is committed to creating an environment where diverse perspectives are welcome, and to nurturing a culture where everyone feels valued and appreciated. We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to gender, race, color, age, national origin, religion, disability, marital status, sexual orientation, gender identity/expression, citizenship, pregnancy or maternity, veteran status, or any other status protected by applicable national, federal, state, or local law