



Job Title: Information Technology Associate
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, and its parent company TWG, are seeking an **Information Technology Associate** to support their 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.

- Provide first line in person and remote technical support to internal users and escalate issues as necessary.
- Report and work to resolve reoccurring issues to better optimize processes.
- Assist in onboarding new users by configuring accounts and required devices.
- Troubleshoot Windows and Mac operating systems.
- Troubleshoot, maintain, and repair PC equipment, monitors, and printers.
- Manage operating system and firmware update for assigned users.
- Work with network support team to manage and troubleshoot networking, equipment, and cabling issues. Install or replace equipment as necessary.
- Support the maintenance 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.
- Provide Microsoft Office 365 support to employees and guests.
- Support third party applications with focus on financial services applications (Interactive Broker, Bloomberg, etc.)
- Assist with management and troubleshooting of Apple and Android mobile devices.
- Assist with the management of smart televisions and displays.
- Assist employees and guests with video conference set up and audio / video support.
- Assist with or lead various IT project implementations.
- Assist in documenting and maintaining IT procedures and checklists.

Experience & Qualifications

- Minimum three years' experience in the financial services industry with specific experience supporting Interactive Broker and Bloomberg applications.
- Five years' progressive experience in IT support positions.
- Experience supporting and interacting with senior leaders.
- Experience with Windows 10/11 OS, Microsoft Office 365, MS Exchange, and Azure Active Directory.
- Experience troubleshooting PC hardware and cabling issues.
- Familiarity with networking protocols and routing in a Cisco Meraki environment.
- Familiarity with VOIP telephone systems.
- Ability and comfort level working in a matrixed organization.
- Demonstrated desire to learn and refresh skillsets.
- 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. Equivalent work experience may be considered.
- Relevant certifications in desktop application support desired

Location:

This is primarily an onsite role in Yulee, FL but may require travel to locations in the Jacksonville area.

Travel:

Overnight travel up to 10% may be required.

Special Working Conditions:

Must have a 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 occasions 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.