



Position Title: **Systems Support Engineer**

Reports to: **Director – Information Technology**

Mission Statement

Relevant Radio® - Bringing Christ to the world through the media.

Guiding Principles

- Faithful to the Magisterium and Catechism of the Catholic Church
- United to the Bishops
- Under the protective intercession of the Blessed Virgin Mary

Function Summary: The Systems Support Engineer is responsible for assisting with the management of a complex multi-site network infrastructure. Ensuring the highest levels of systems and infrastructure performance.

Responsibilities:

- In depth knowledge of IP networking technologies, that includes: firewalls, routers, switches, MPLS/T1 circuits, VPN tunnels, VLANS, etc.
- Maintenance of VMWare and Microsoft virtual servers with required security updates.
- Assist with the evaluation of vendor products in hardware, software and telecommunications.
- Provide support for any line issues that may affect a multi-site VOIP phone system.
- Provide support to the radio engineering team for various audio IP technologies at studio and transmitter sites.
- Assistance in the setup of laptops, desktops, terminals, printers and user equipment.
- Maintain IT documentation, hardware & software inventories, user instructions and manuals.
- Inventory and tracking of IT equipment.
- Assist the IT Director with formulating Standard Operating Procedures (SOPs) & notifications to staff.
- Assist the IT Director with generating reports, i.e. help desk logs, streaming reports, phone reports.
- Assist with the setup, installation & deployment of new servers, hardware and software as directed.
- Administer antivirus, spam blocking, and various security applications and services.
- Apply patches, fixes and updates to operating systems / programs / databases / applications.
- Setup & support Pledge Drive Call Centers and delegated needs of on-air pledge drives.
- Attend necessary company meetings and trainings offered by the department or company.
- Solid understanding of the Relevant Radio mission, programming content and target audience.
- Adhere to Relevant Radio policies and procedures.
- Perform a variety of other duties and special projects as assigned.

Experience and skill requirements:

- Strong interior faith life and respect for the Relevant Radio mission.
- Bachelor's degree in Information Technology preferred, or equivalent experience.
- 3 years + IT/Network experience preferred. IT Media/Broadcasting experience a plus.
- Preferred Certifications: Cisco, Fortinet, VMWare, Microsoft, CompTIA A+/Network+, Citrix
- Background in integrated systems: LANs/WANs, telecommunications networks and application software.
- Ability to think creatively and work well in high pressure situations. Ability to multi-task. Critical thinker.
- Strong communication skills, capable of explaining simple procedures in writing or verbally.

- Bilingual is a plus.
- Excellent organization skills. Ability to prioritize workload.
- Excellent follow through on tasks assigned.
- Work flexible hours; may include occasional weekends and evenings.
- Valid driver's license required. Ability and willingness to travel (Approximately 25%) as directed.