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www.transcen.org

## **Computer Network Specialist**

**TransCen, Inc. – Rockville, MD**

**Looking for more than just a job? Want to make a difference in the lives of individuals with disabilities? Join our team!**

TransCen, Inc. is a 501(c)(3) organization that is dedicated to improving the education and employment success of youth and young adults with disabilities. We are a small, but impactful organization consisting of go-getters and innovators who are determined to make a positive change!

### **Position Summary:**

We are looking for a mission driven Computer Network Specialist to provide technical support in a well-organized and timely manner. Candidate must possess excellent customer service and technical skills. This position will be housed at TransCen's headquarters in Rockville, MD (by the Twinbrook Metro) and the primary responsibilities involve installing, setting up, troubleshooting, and repairing computer systems and peripherals including desktops, laptops, printers, projectors, etc. The Computer Network Specialist will also oversee the streamlining and integration of new technology in our IT infrastructure that includes three sites, remote staff, a server, firewall, and data security. Additionally, there may be need to provide technical support for webinars and website updates. This position reports to the President and works across teams and projects.

### **Type of Position:**

30 hours per week (Monday – Friday, 11am-5pm EST)

### **Primary Essential Functions/Responsibilities:**

Technical

- Expert level knowledge of G Suite, Microsoft Office and Microsoft Windows operating systems.
- Professional experience installing, managing, maintaining local and networked printers, routers, switches, firewalls, and wireless networking.
- Install, configure, troubleshoot, and maintain software and hardware systems.
- Knowledge in IT infrastructure and equipment budgeting. Conduct IT related trainings to new hires, users and technical teams as needed.
- Conduct annual data security training for all staff.
- Monitor security certificates and company compliance of requirements
- Maintain incident/problem documentations and their resolution procedures for reference procedures.

- Assist in development and enhancement of IT systems.
- Assess potential risks and technical challenges and prepare appropriate mitigation plans.
- Recommend and implement process improvements to ensure system reliability, scalability, security, integrity and performance.

#### **Other:**

- Excellent communication and customer service skills.
- Provide in person and virtual technical support to company staff. Handle customer support calls in a timely and accurate manner.
- Must be able to take direction with minimal supervision, manage priorities with strong attention to detail.
- Maintain confidentiality and security of company documents and customers.

#### **Major BONUS Points If You Have...**

- Experience running webinars.
- Knowledge of WordPress and learning management systems.
- Understanding of digital accessibility for people with disabilities.

#### **Education and Experience Requirements:**

- Professional IT certifications such as: A+, MCP, MCSA Windows 10
- A Bachelor's degree is preferred.
- 4 years of overall IT experience in desktop support in an environment with Windows 10, using active directory troubleshooting computer systems and peripherals.

#### **Perks in Working for Us!**

- Medical, dental and vision benefits
- Retirement contribution
- Group life insurance
- Parking included
- Generous vacation and sick leave
- You can bring your dog to work!

#### **Application Process and Other Details**

COVID-19 Vaccination: We require staff and contractors to be vaccinated. We understand that there may be medical or religious reasons for why one cannot get the vaccine. In which case, we request staff and contractors to contact us as soon as possible to request an exemption. Documentation may be required.

**To apply, please send a cover letter and your resume to [hr@transcen.org](mailto:hr@transcen.org)**

*TransCen, Inc. is an equal opportunity employer. Women, minorities, people with disabilities and veterans are strongly encouraged to apply.*