



IT & NETWORK SUPPORT SPECIALIST (PART-TIME)

Title: IT & Network Support Specialist (Part-Time)

Reporting To: Director, Information Technology Systems

Location: Los Angeles, CA

The Switch Enterprises, LLC (*"The Switch"*) founded in 1991, is the largest privately held video solutions service provider in North America. *The Switch* is recognized as the industry leading pioneer of video solution services through our innovative fiber optic network and currently provides advanced video switching and local fiber circuit services, scalable Ethernet, and *Home Runs* remote production via its *Five Nines Service* across the United States, United Kingdom, and Canada. *The Switch* was recently awarded a U.S. system patent for customer-controlled video data content delivery, the 2013 New Bay Media Product Innovation Award for Switch-IT, and the 2012 Broadcast Engineering Excellence Award for Network Automation. The Switch has experienced explosive growth and offers a fast paced and dynamic work environment with a focus on exceeding both individual and team expectations. Our customers demand "Unparalleled Quality" and *FiveNines* reliability from our network and it is our corporate responsibility to satisfy their expectations by continuing our expansion in services and network reach, while remaining cost effective.

Learn more about us at: www.theswitch.tv.

The Switch is seeking a highly qualified IT & Network Support Specialist who is proficient in PC & MAC maintenance as well as troubleshooting. The qualified applicant must possess superior organizational skills and will manage several hundred employee workstations, laptops and customer deployed touchscreen terminals which are critical to our automated control system. This candidate must also possess basic IT Enterprise support skills, including but not limited to, network troubleshooting, application support and hardware configuration and troubleshooting.

Primary Responsibilities:

- Understanding of, and experience with, Mac OSX and Windows operating systems and hardware
- Experience with desktop imaging technologies
- Desktop application support experience (MS Office365, Adobe, Internet Explorer, etc.)
- Comprehensive understanding of TCP/IP networks and protocols
- Ability to maintain internal and customer touchscreen terminal inventory
- Shipping and receiving of computers and customer touchscreen terminals
- Expertise in addressing customer touchscreen terminal issues and connectivity problems
- Good interpersonal, written, and oral communication skills
- Excellent customer service skills
- Technical documentation skills
- Ability to present ideas in user-friendly language and provide training to internal users
- Self-motivated and directed, with keen attention to detail
- Able to prioritize and execute tasks in a high-pressure environment
- Experience working with Microsoft SharePoint
- Experience working in a team-oriented, collaborative environment



Required Skills:

- AS Degree or equivalent job experience in one of the following subject areas: Computer Science, Business Administration, or Information Technology.
- Windows / Mac OSX Operating Systems
- Desktop Imaging and Restore
- Help Desk / Application Support (MS Office365, Adobe, Internet Explorer, etc.)
- Networking Skills
- IT Asset Inventory Management
- Shipping and receiving of computers and customer touchscreen terminals

Schedule and Compensation:

- Part-Time
- Hourly rate based upon experience

Please send resume via email to hr@theswitch.tv.