**JOB TITLE**
Technical Support and Systems Specialist

**REPORTS TO**
Director of Technology

**BASED AT (OFFICE LOCATION)**
Boise, Idaho

**REGULAR/TEMPORARY**
Regular

**STATUS**
Full time (40 hours/week) Non-exempt

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**WORK WITH US**

The Peregrine Fund was founded in 1970 to restore the critically endangered Peregrine Falcon, which was subsequently removed from the U.S. Endangered Species List in 1999. That success encouraged the organization to expand its focus and apply its experience and understanding to raptor conservation efforts on behalf of over 100 species in 65+ countries worldwide. The Peregrine Fund is non-political, solution-oriented and hands-on, with a mission to:

- Restore rare species through captive breeding and releases.
- Improve local capacity for conservation through training and support.
- Conduct scientific research on little known species and solve conservation problems.
- Provide environmental education.
- Conserve habitat.

Our employee benefits program plays a vital role in demonstrating our commitment to our employees. We are pleased to offer eligible employees a benefits program that is comprehensive and among the best among our peer institutions, including a 403(b) retirement program as well as health, dental, vision, life and long-term disability insurance.

The Peregrine Fund is an Equal Opportunity Employer. We ensure all qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, sexual orientation, gender identity, national origin, disability, or veteran status.

The successful applicant will be required to complete a background screening before a final offer of employment is made.

**POSITION SUMMARY**

The Technical Support and Systems Specialist will assist with all aspects of IT support, including infrastructure maintenance, security operations, and user support. Requests for user support will be handled daily, and must be recorded in the helpdesk management software. Maintaining systems including interactive systems in the visitor center and the network camera system will be a primary duty. The Specialist will train users on Google Workspace, Microsoft 365, and other business software. Other responsibilities include workstation provisioning and repairs, installing software updates, managing Azure Active Directory user accounts, setting up conference equipment for meetings, and other duties as they may arise. This position will work Saturdays and Sundays to ensure our visitor center is fully supported during business hours.
ESSENTIAL FUNCTIONS
Key duties of the Technical Support and Systems Specialist include giving technical support to staff with troubleshooting and providing training. They will provide excellent customer service to assist team members with use of all technological resources including workstation computers, printers, email, VoIP phones, mobile devices, video conferencing, software for calendars, documents and spreadsheets, and other standard business technologies. The Specialist must be able to give full focus to users, actively listen to their concerns, and ask questions for clarity and comprehensiveness.

Daily work also includes maintenance and operation of specific systems under direction of the Systems Administrator and Systems Engineer. This includes effective maintenance, customization, and configuration of the Q-SYS audio/video system and Bosch camera system. The Specialist will also assist other IT team members to ensure that all computer and network hardware, operating systems, software systems, cloud services, and related procedures adhere to organizational standards.

RESPONSIBILITIES AND SCOPE
● Assist with all aspects of Information Technology (IT) support
● Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, appropriate software
● Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications
● Maintain records of daily data communication transactions, problems and remedial actions taken, and installation activities
● Maintain and support all systems used in our visitor center areas, including Q-SYS, Plex, digital signage, exhibit displays, and point-of-sale hardware
● Assist with maintenance and configuration of Windows and Linux servers, local network infrastructure, and security systems
● Manage Azure Active Directory user accounts
● Assist with network (LAN, WLAN, & WAN) management
● Workstation and mobile device (endpoints) provisioning, management, and support
● Video recording and monitoring system maintenance and support
● Training staff on Google Workspace, Microsoft 365, and other business software
● Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support
● Other duties as assigned

MINIMUM QUALIFICATIONS
● High school diploma or equivalent
● Two years of professional experience in a similar role
● Strong verbal and written communication skills
● Ability to work efficiently and take initiative with minimal supervision
● Experience with business technology usage standards
● Experience with computer networks, Active Directory, management of Windows and Linux servers
● Familiarity with professional versions of Microsoft Windows, Office software (Microsoft 365), and Google Workspace
● Familiarity with business hardware including smartphones, tablets, video projectors, printers, and workstation peripherals
● Willingness to learn and support new platforms and operating systems
● Ability and willingness to perform some physical labor
PREFERRED QUALIFICATIONS
- Bachelor’s degree in computer science or business technology
- Experience with VoIP telephony, IP camera systems, Q-SYS systems
- Experience with Apple computers and mobile devices

WORKING CONDITIONS
Most of the work performed in this position will be in a professional office, with occasional work outdoors and in building mechanical spaces. The schedule is primarily standard business hours, with occasional work at night when necessary to avoid disrupting business operations.

SCHEDULE
The standard work week is Thursday - Monday. Schedule flexibility will be required during special events and projects. This position will be included in the team’s on-call rotation.

COMPENSATION
Compensation range is $19.23 to $20.67 an hour depending on experience.

TO APPLY
Send via email a single file attachment (PDF preferred) including a cover letter, resume, and contact information for 3 references to: employment@peregrinefund.org. Please name the file “LastName_FirstName_Technical Support_Systems Specialist” and include the job title you are applying for in the subject line.