



THE JIM HENSON COMPANY

TELEPHONE AND COMPUTER TECHNICIAN – LOS ANGELES LOCATION ONLY

Posted July 23, 2010.

POSITION DETAIL

JOB TITLE: Telephone and Computer Technician

DEPT. NAME: Information Systems

LOCATION: Los Angeles

REPORTS TO: VP, Information Systems

HOURS: Part-Time, Hours Negotiable

PRIMARY PURPOSE OF POSTION

To assist in providing daily support of computer and telephone users at the Charlie Chaplin location and manage back-end hardware and software systems. This involves providing timely assistant to employees and tenants regarding problems and questions concerning all telephone and computer hardware/software systems; administering telephone switch, call accounting system, firewalls, e-mail server, file/print servers, and back-up system; performing hardware and software diagnostics to determine repair needs; performing repairs directly or arranging for repairs to be done by outside vendor.

ESSENTIAL JOB FUNCTIONS

- Lucent Technologies Definity ProLogic Release 7 telephone switch and Lucent Model 6408D+, 6416D+, and 6424D+ telephones. Hands-on maintenance and administration of telephone switch and three-hundred telephones, handling programming, all moves, adds, and changes, providing training to employees and tenants, cross-connecting telephone terminals, maintaining system security, installing and trouble-shooting telecommunications cabling infrastructure.
- Lucent Technologies Call Accounting System for Windows. Administer Microsoft Windows based call accounting system, including recording and storing all outgoing calls, assigning costs to calls, generating summary/detail/account code/selection reports, analyzing traffic data in order to accurately allocate costs, bill back clients, and measure productivity.
- Lucent Technologies Intuity AUDIX Voice Messaging System. Administer voicemail system, adding, deleting, or changing voicemail boxes, modifying notification parameters. Eventual facsimile, electronic mail, and multimedia integration is contemplated (unified messaging).
- IBM-compatible and Macintosh-compatible computer hardware, operating under the Microsoft Windows 2000/XP/2003/Vista or Apple System 10.x operating systems. Common hardware components that require frequent attention include hard drives (IDE, EIDE, SCSI, FireWire, SATA, USB), writable CD/DVD drives, floppy diskette drives, power supplies, network interface cards, video cards, sound cards, mice, keyboards, monitors (digital and analog CRT and LCD), laptop computer docking stations. Set up newly purchased computer systems from start to finish. Physically move computer systems from one office to another when necessary.
- Microsoft Windows 2000/XP/2003/Vista or Apple System 10.x operating systems. Trouble-shoot operating system/application software/hardware conflicts and/or incorrect hardware/software settings that result in "crashes," "freezes," or slow performance. Configure operating system for optimal performance, including the installation of the newest hardware drivers.

- Microsoft Windows 2000/XP/2003/Vista or Apple System 10.x, 10/100/1000BaseT Ethernet, and 802.11a/b/g networking. Install, configure, and trouble-shoot client-side and machine-room-side software and hardware networking components, including AppleTalk, NetBEUI, and TCP/IP transport protocols (including their proper binding to installed network interface cards), all connecting to Microsoft Windows 2000/2003 servers, via 3Com copper and fiber-optic Ethernet hubs and switches and 3Com 802.11a/b/g wireless WiFi routers and access points. Construct copper Ethernet patch cables of varying lengths. Configure computers to print to appropriate networked printers.
- Anti-Virus Software. Ensure that Symantec Endpoint Protection anti-virus/anti-malware systems are installed and functioning properly on all Windows and Macintosh computers, with the latest virus definition tables installed.
- Software Applications. Install, configure, trouble-shoot, and provide user training and assistance for a variety of software applications, primarily Microsoft Office XP/2003/2007/OS X (particularly the Word, Excel, Outlook, and Entourage modules), Adobe Photoshop, Microsoft Internet Explorer 7/8, Microsoft Dynamics GP, Microsoft SQL 2000/2003, FileMaker Pro 9.
- Hardware Peripherals. Install, configure, trouble-shoot, and maintain a variety of IBM compatible and Macintosh-compatible computer hardware peripherals, including sound cards, speakers, microphones, CD/DVD burners, digital still/motion cameras, LCD/DLP projectors.
- Backup System. Manage and administer the Veritas BackupExec 11-driven server back-up system, which utilizes an ADIC Scalar 100 robotic tape library equipped with two IBM Ultrium LRO-3 tape drives, connected via SCSI Ultra 160 and Gigabit Ethernet. Ensure that data residing on Macintosh computers is captured by EMC Retrospect Windows Server.
- Firewalls. Manage and administer the installed WatchGuard Firebox X firewalls, maximizing protection against unauthorized network intrusion/access, and logging/analyzing network traffic to trouble-shoot connectivity issues. Configure access rules/ports to safely permit pass-through of specific and permissible forms of data traffic (such as FileMaker Pro).
- E-Mail System. Manage and administer all aspects of the Company-wide e-mail system, drive by Microsoft Exchange 2007. Add, remove, configure domains (including registration of domains and management of applicable DNS MX records); add, remove, configure user accounts and mailing lists; maintain proper functioning of the POP3, SMTP, IMAP4, HTTP, LDAP, and ODBC protocols; administer server sub-components including anti-virus, anti-spam, webmail, and instant messaging.
- Servers. Manage and administer Microsoft Windows 2003 servers, including adding, deleting, and re-configuring NT domains and domain users, configuring log-in scripts, and managing user profiles. Supervise domain security, including access to all digital assets. Keep disk defragmentation levels low. Maintain all server hardware, including Hewlett-Packard NetServers, hardware RAID-1/5 disk arrays, Intel/HP NIC cards, Adaptec/HP SCSI cards, internal redundant power supplies, server room Liebert Uninterruptible Power Supply.

JOB-RELATED QUALIFICATIONS

Education

Enrolled in good standing in an accredited undergraduate institution.

Knowledge/Skills/Abilities

Knowledge working with Microsoft Windows 2000/XP/2003/Vista, Microsoft Office 2003/2007/OS X, TCP/IP, Ethernet/WiFi networking, and POP3/SMTP/IMAP4 e-mail protocols is preferred. Familiarity with Apple OS 10.x is also desired. Good interpersonal, communication, and mechanical skills is a plus.

Work Experience

Formal experience working in a networked Microsoft Windows 2000/XP/2003/Vista is a plus, but not required. Telephone experience is also a plus, but also not required.

Licenses or Certificates

Microsoft Certified Systems Engineer certification is a plus, but is not required.

Physical Demands

General office environment.

Mental Demands

Should have the ability to pay close attention to detail and understand written and oral instructions.

Should have the ability to organize and schedule work effectively.

Should have the ability to work well under time constraints.

Should be able to handle multiple tasks.

Should be able to work in a fast-paced environment.

Physical Hazards – Health and Safety Concerns

General office environment.

Equipment and Special Materials

General computer-related electronic equipment.

To apply please send resume and cover letter to:

jobpostings@henson.com

No phone calls, please.

The Jim Henson Company is an Equal Opportunity Employer.