



Position Title: **Systems Support Engineer**

Reports to: **Director – Information Technology**

Mission Statement

Relevant Radio® assists the Church in the New Evangelization by providing relevant programming through media platforms to help people bridge the gap between faith and everyday life. We believe that Jesus Christ can transform people's lives, and that media has the power to deliver this message of hope in powerful and transformative ways. We exist to bring the beauty, goodness and truth of the Catholic Faith into the everyday lives of people who seek it, whenever and wherever they are.

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: Under the direct supervision of the Director, the Systems Support Engineer will be responsible to assist in the management of a complex multi-site network infrastructure.

Responsibilities:

- Solid understanding of the Relevant Radio mission, programming content and target audience.
- Adhere to Relevant Radio policies and procedures.
- 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.
- 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. Associates degree required.
- 5 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.