The Diocese of Fall River is seeking an IT Support Specialist to join our team at the Chancery Office in Fall River, MA. We are seeking a self-motivated and team-orientated individual of high integrity who possesses a great work ethic and is passionate about fulfilling “Christ's work on earth!”

At the Chancery Office we rely on our IT systems to support and stay connected with our Catholic Community in Southeastern Massachusetts. The Chancery has 75 employees in a hybrid work environment. We have a cloud-first strategy and maintain only a small technological footprint on-premises. The IT Support Specialist will be responsible and accountable for the technical infrastructure supporting our organization.

**JOB RESPONSIBILITIES:**

- Manage the organization’s information technology and computer systems
- Manage IT security and network access (including VPN, Azure Active Directory, Azure AD Connect)
- Manage onsite backup solution (Acronis) and supervise vendor-provided back up (via Datto)
- Monitor employees’ compliance with acceptable use policy of corporate IT assets
- Track and maintain hardware and software inventory
- Manage annual budget and ensure cost effectiveness
- Manage contracted IT service providers (i.e., monitoring vendors’ conformance to service level agreements and other contractual obligations)
- Manage necessary upgrades to software and technical infrastructure (together with our Managed Services Provider)
- Coordinate information security training and exercises for our employees (using KnowBe4)
- Coordinate technical support for executive team if level 1 support cannot resolve a technical issue
- Facilitate the recovery of files from backups and the retrieval of legacy files from digital archives
- Coordinate and facilitate periodic It Disaster Recovery exercises/test
- Support technical aspects of employee onboarding/offboarding (including the provision of equipment and network access)

**QUALIFICATIONS:**

- Bachelor’s degree in technology or computer science
- Proven working experience as an IT Support Specialist or relevant experience (3+ years)
· Proficiency in IT best practices and computer hardware/software systems
· Proficiency in cloud technology, specifically Azure (Azure certification preferred)
· Expertise in Microsoft 365, which is the primary collaboration platform of our organization
· Understanding of backup solutions (e.g., Datto, Veeam, Unitrends, Acronis, etc.)
· Hands on experience with computer networks and network administration (expertise in Meraki solutions preferred)
· Solid analytical and problem-solving skills
· Strong communication and interpersonal skills
· Ability to work with a diverse range of associates.

Equal Opportunity Employer
Job Type: Full-time

Please submit your cover letter and resume to: Jennifer Oliveira, Human Resources Manager; Email: joliveira@dioc-fr.org; Mail: Diocese of Fall River, 450 Highland Avenue, Fall River, MA 02720