



## **Vacancy Notice**

Technology Systems Officer  
Reports to Chief Operating Officer (COO)  
Unclassified/ Exempt

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The Virgin Islands Public Broadcasting System is in search of a candidate to fill our Technology Systems Officer position. The successful candidate will be responsible for providing software and network support, technical assistance, training, and troubleshooting in a network computer environment and to assist in the management of a complex multi-site network infrastructure.

### **Duties and Responsibilities:**

- Formulates technology related Standard Operating Procedures and notifications to staff;
- Advises management of changes and trends in computer technology as it relates to software, hardware, viruses, and networking;
- Performs set-up, installation and deployment of broadcast servers, hardware, and software;
- Configures and sets up servers to work with various programs;
- Installs, configures, maintains, and troubleshoots on a wide range of software;
- Performs hardware/software upgrades on existing computer equipment and assists in the planning for future needs;
- Assists in generating and organizing technical documentation to support broadcast and non-broadcast content as required for operations;
- Monitor network and system activity for signs of security breaches;
- Conduct security audits and risk assessments;
- Analyze security data to identify potential vulnerabilities and threats;
- Implement and manage security tools and technologies, such as firewalls and intrusion detection systems;
- Respond to and mitigate security incidents;
- Stay informed about emerging cybersecurity threats and industry best practices;
- Collaborate with other IT professionals to ensure the organization's security posture remains strong;
- Assists in developing and implementing preventive maintenance, maintain security policies and diagnostic solutions, techniques and procedures;
- Installs, troubleshoots, repairs, maintains, and performs routine and preventive testing activities on various computer equipment, programs, network systems, peripherals, and data communication;
- Uses electronic test equipment to troubleshoot equipment malfunctions;
- Investigates error messages and determines resolution, to include reinstalling programs or replacing files that are causing errors;
- Educate staff on security awareness and best practices.
- Provides training for users on system startup procedures and offers guidance on software program usage, ranging from basic to advanced, including the Microsoft Office Suite;
- Ensures server and network user backups are performed on a regular basis;
- Maintains computer network documentation and updates computer maintenance manuals;

- Ensures IT Systems are in compliance with Disaster Plan;
- Develops and maintains software and hardware inventory and tracking systems;
- Provides software support and technical assistance to users, responds to user requests for service in a timely manner, and determines nature and extent of support needed;
- Guides departments in their selection of IT related purchases; contacts software vendors, obtains specifications, pricing, and other purchase related information;
- Updates and uploads information, forms, and documents to the System's website;
- Maintains sensitive information in a strict confidential manner.
- Performs any other related duties as assigned.

**Qualifications:**

- Any combination of a bachelor's degree in computer science, or an Information Technology related discipline, or a related certificate from a technical school;
- Five to seven years of field experience utilizing skill sets to support the day-to-day operations of a live production facility creating content for broadcast, digital, and emerging distributors. In addition, working with local and wide area networks (servers, switches, routers, and operating systems), IT Media/Broadcasting experience is preferred;
- In lieu of a degree, 10 years of field experience working with local and wide area networks (servers, switches, routers, and operating systems); or the combination of education and experience that enables performance of all aspects of the position.
- Must possess a high level of communication and IT framework skills as well as knowledge and experience specific to broadcast operations supporting complex video/audio/data processing, transmission, networking, and IT based broadcast systems.
- Demonstrates in depth knowledge of IT networking technologies including firewalls, routers, switches, MPLS/T1 circuits, VPN tunnels, VLANs, etc.;
- Must have fundamental level knowledge related to broadcast content reception, creation and transmission systems, hardware, software and related industry standards.

**Interested applicants should submit a cover letter, resume, and three (3) professional letters of recommendation to:**

Director of Human Resources  
 Virgin Islands Public Broadcasting System  
 P.O. Box 7879  
 St. Thomas, VI 00801  
 Via email: [hr@wtjx.org](mailto:hr@wtjx.org)

**Application Deadline: Open until filled**

Virgin Islands Public Broadcasting System is an Equal Opportunity Employer