

Utica First Insurance is currently looking for a skilled individual to join our Information Technology department as a System Specialist. The candidate's primary responsibilities will be to support of all iSeries and network operations for daily, monthly, quarterly and year end operations. The candidate will also be responsible for application support to agents and internal users as well as network technical support for the IT department. The candidate will also perform limited network administration functions and assist with updating, monitoring and maintaining of systems as directed. The candidate will provide internal and external user support and technical assistance to systems in an enterprise wide Microsoft Windows Server network infrastructure with an IBM iSeries computer system. Utica First will be implementing a cloud based system over the next year. This position will allow the candidate to learn and grow their knowledge and experience as the implementation rolls out.

Requirements:

- Support and administration of the iSeries system along with daily, monthly, quarterly and year end operations.
- Provide second level technical support to end users for PC/Server hardware, desktop/workstation software upgrades, desktop problem resolution and systems support. MS Windows 7 and MS Windows 10 desktop environment.
- Strong skill in MS Office 2010, 2013, 2016 along with Office 365.
- Provide application support to external users (Utica First agents and business partners) for implementation setup, problem resolution, usage of our website and externally available information systems.
- Administer Helpdesk tracking systems software for call in and internal support requests.
- Administer our backup solution along with managing our tapes.
- Provide assistance with system upgrades and maintenance of local area network and IBM I-series.
- Perform network operations and limited network administrative and monitoring duties with data entry functions to update files and maintain systems. Requires basic knowledge of MS Windows Server systems.
- Strong knowledge of MS Windows Updates and System Migrations.
- Cross train and be able to perform tasks to verify completion of system backups and computer operations as described in operation manual as needed.
- Strongly skilled in AV equipment and Multi-Media administration along with a solid background on Phones and Fax Systems.
- Familiar with Mobile Device Management Systems.
- Knowledge of different coding platforms especially PowerShell, Batch and CL.
- Knowledge of Cybernetic devices especially Disk and Tape Arrays.
- **Requires strong customer service skills and good attitude.**
- Ability to work in a team environment with minimal direction.
- One or more years' experience in technical support in a similar environment.
- Must be disciplined, highly detailed oriented and reliable with good organizational and problem-solving skills.

Associates Degree in Computer Science or related field preferred or equivalent experience. Microsoft and IBM certifications are a plus. This is a full-time position with a competitive compensation along with a comprehensive benefits package.

Utica First conducts pre-employment screening examinations designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs indicate a potential for impaired or unsafe job performance. Any potential hire for Utica First will undergo screening for the presence of illegal drugs as a condition for employment. Utica First will not discriminate against applicants for employment because of past abuse of drugs.

Utica First Insurance is located at the Oneida County Industrial Park at 5981 Airport Rd. in Oriskany, NY and is easily accessible via Route 840.

Please apply for this job on-line or email resume and salary history to employment @uticafirst.com or

Mail to: Utica First Insurance Company VP of Information Technology PO Box 851 Utica, NY13503-0851

Web site: www.uticafirst.com

Job Type: Full-time