

WEHCO MEDIA, INC.

JOB DESCRIPTION

SYSTEM ADMINISTRATOR/TECHNICIAN INFORMATION SYSTEMS

Safety-Sensitive Position

Pursuant to Act 593 of the Arkansas Medical Marijuana Amendment

WEHCO Media, Inc with multi-state newspaper, cable television, high-speed internet, and digital phone operations has an immediate opening for a System Administrator/Technician at its Northwest Arkansas Democrat-Gazette office in Fayetteville, Arkansas.

JOB SUMMARY:

Responsible for LAN/WAN computing systems, including client, server, and associated equipment, responding to inbound calls and emails from users regarding issues; provides daily support to local users and outlying bureaus; reviews and acts on request to move, change, install, repair, or remove equipment; provides application training via phone or in person as required. Maintain, create, reset, and close user accounts on internal applications and assets as required; involved in day-to-day troubleshooting activities; track issues and document status until completion; and performs other duties as assigned. Good attendance is required.

JOB DUTIES AND RESPONSIBILITIES:

1. Responsible for responding to inbound calls or emails regarding issues with servers, applications, printers, PCs, hardware or phones.
2. Provides daily support to local users and outlying bureaus.
3. Reviews and acts on requests to move, change, install, repair, or remove equipment, such as modems, cables, and wires, as needed.
4. Provides application and system training via phone or in person with customers, as required.
5. Create, reset, close user accounts on internal systems and applications as required.
6. Involved in day-to-day system administration activities, ensuring safety, security, and stability for the corporate environment.
7. Track issues and document status until completion.
8. Good attendance is required.
9. Assisting with special projects.
10. Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of, or ability to learn, how to service and repair Linux, Windows, and Macintosh computer systems.
- Knowledge of MS Office, Client/Server Applications and hardware, printers, and related office equipment.
- Knowledge of security best practices, install and configure desktop and server platforms, including peripheral equipment.
- Knowledge of Adobe publishing products.
- Ability to problem solve and quickly troubleshoot complex issues.
- Ability to work one on one with users and excellent verbal skills.
- Ability to understand verbal instructions and work to completion.
- Ability to read and follow written instructions and manuals, working to completion.
- Ability to follow documented processes and procedures.

JOB DESCRIPTION

SYSTEMS ADMINISTRATOR/TECHNICIAN INFORMATION SYSTEMS

Safety-Sensitive Position

Page 2 of 2

- Ability to get along well with others in a stressful environment.
- Ability to follow the Company policies and procedure.

MINIMUM QUALIFICATIONS:

- High School diploma or equivalent required.
- One plus year experience working in computing environments preferred.
- Ability to travel to local satellite offices as required.
- Experience with networking and basic knowledge of TCP/IP, Linux, and Windows Operating Systems required.

TRANSPORTATION

- Must possess or be able to obtain a VALID driver's license.
- Driving record must meet the requirements set in the "Personal Vehicles Used for Company Business" policy.
- Must have and provide own reliable transportation.
- Must provide proof of insurance with the Company listed as an Additional Interested Party.

PHYSICAL REQUIREMENTS:

- Lifting up to 50 pounds from a level of 0 inches to a level of 72 inches.
- Sitting up to 8 hours per day.
- Walking and climbing stairs up to 4 hours per day on a concrete surface.
- Standing up to 4 hours per day on a concrete surface.
- Twisting, kneeling, bending, and wrist movements are required.
- Finger dexterity is required.

ENVIRONMENTAL CONDITIONS:

- Position is routinely exposed to loud noises, chemicals, and eye hazards (VDT).

ADMINISTRATIVE INFORMATION:

- This position reports to the Director of Information Systems.
- This is a SAFETY-SENSITIVE Position.

We offer excellent full-time salary and benefits. Email your resume to wdonovan@nwaonline.com and include System Administrator/Technician in the subject line.

We are an Equal Employment Opportunity (EEO) employer and do not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities.