Regular, Part-Time (50% FTE), RCUH Non-Civil Service position with National Oceanic and Atmospheric Administration (NOAA's) Hawaiian Islands Humpback Whale National Marine Sanctuary (HIHWNMS), located in Kihei (Maui), Hawaii. Continuation of employment is dependent upon program/operational needs, satisfactory work performance, availability of funds, and compliance with applicable Federal/State laws.

MINIMUM MONTHLY SALARY: Salary commensurate with qualifications.

DUTIES: Responsible for developing and maintaining a customer service based IT support program to focus on both end user support as well as systems maintenance, development, and coordination. Responsible for developing, maintaining, and managing sanctuary information systems, including Mac and PC desktop/laptop, server, printer, audio/visual, and network support, as well as training and support of users. Develop information management strategies, practices, and protocols that utilize technological innovations and help to streamline and automate workflow and data management. Budgeting for, specifying, and purchasing hardware, software, and A/V equipment. Inventory tracking of hardware, software, and equipment.

PRIMARY QUALIFICATIONS: EDUCATION: Bachelor's Degree from an accredited four (4) year college or university in Computer Sciences, Information Technology, or related field. (Four to six (4-6) years of comparable training/work experience with government agency in computer sciences, information technology, or related field and documented capabilities to perform job functions may substitute for Bachelor's Degree.) EXPERIENCE: Two to four (2-4) years experience working in customer support, troubleshooting both PC and Mac desktop/laptops. Two (2) years of Microsoft Active Directory experience. Two (2) years IT systems management, maintenance, and design. Experience writing technical documentation related to information management systems. Wide-range of experience in various application packages, including word processors, graphics programs, spreadsheets, email systems, databases, etc. One to three (1-3) years of experience with the following essential programs: Microsoft Systems including Active Directory, Windows Server 2003, Microsoft Office, SSCM, Apple's OS systems, Virus protection packages; Final Cut Pro, iMovie; Filemaker Pro; Adobe CS Suites, email programs, networking including TCP/IP, routers, Windows and AppleTalk, architecture and hardware issues. ABIL/KNOW/SKILLS: Expertise with Microsoft, Unix, and Apple desktop and server operating systems; LAN and WAN networks; Active Directory; telecommunications; remote access; hardware repairs such as desktops, servers, printers, and other electronic equipment. Knowledge of computer processes and capabilities, including working knowledge of scripting and programming languages. Knowledge of hardware/software and ability to adapt it to sanctuary needs; skill in the use and troubleshooting of standard office equipment. Excellent programming, writing, and communication skills. Ability to train individuals on a one-to-one basis in computer and software operations. PHYSICAL/MEDICAL REQUIREMENTS: Able to lift/carry eighty (80) pounds of equipment; etc.

SECONDARY QUALIFICATIONS: CompTIA A+ Certification or equivalent experience. Microsoft MCP Certification or equivalent experience. CompTIA Security+ Certification or equivalent experience. CompTIA Network+ Certification or equivalent experience.

INQUIRIES: Ben LaCour 879-2818 (Maui).
APPLICATION REQUIREMENTS: The preferred method of applying for a job is through our on-line application process. Please go to www.rcuh.com, click on “Employment” and navigate to “Job Announcements/Apply for a Job.” However, if you do not have access to the Internet, you may apply by submitting resume; cover letter including Recruitment ID#, referral source, narrative of your qualifications for position and salary history; names, phone numbers and addresses of three supervisory references and copy of degree(s)/transcripts/certificate(s) to qualify for position by fax (808) 956-5022, mail, or hand-deliver to: Director of Human Resources, Research Corporation of the University of Hawaii, 2530 Dole Street, Sakamaki Hall D-100, Honolulu, HI 96822 before the closing date. Online applications and faxed documents must be submitted/received by the closing date (11:59 P.M. Hawaii Standard Time/RCUH receipt time). Mailed documents must be postmarked by the closing date. Hand-delivered documents must be received by our HR office by 4 P.M. Hawaii Standard Time/RCUH receipt time. If you have questions on the application process and/or need assistance, please call (808)956-3100.

EEO/AA Employer.

Please apply before 03/18/2011