



Be part of the WCRB Team!

If you are looking for a company that values your career aspirations, where identifying and solving problems is rewarded, teamwork is essential, and the benefits are outstanding, then the WCRB is for you! The Wisconsin Compensation Rating Bureau (WCRB) is a non-profit statutorily appointed organization charged with the responsibility of developing Workers' Compensation rates, managing, reviewing incoming policy and financial data, and issuing notices and fines. The WCRB also manages the Wisconsin's Workers Compensation Insurance Pool.

The WCRB has an immediate opening for the following position:

Desktop/Server/Network Support – Intermediate

A qualified candidate has a minimum of 3+ years of enterprise level desktop support experience and 3+ years of server/network support experience. Candidate must be a certified professional in VMware and Data Center virtualization and Microsoft Certified as a Windows Server Hybrid Administrator Associate. Associate degree in Information Technology is desired. A four-year degree in Computer Science is preferred.

This is a full-time position. WCRB does offer the ability for staff to work remotely most of the time with mandatory reporting to the office every other Wednesday. In addition, the candidate for this position would need to reside no more than a 45 minute drive to the WCRB office in Waukesha Wisconsin to assist with on-call emergency systems support duties during prime shift and non-prime shift hours. Candidate must also drive to the WCRB colocation (Milwaukee WI) and Disaster Recovery facility (Kenosha WI) periodically for server/network support. Salary commensurate with experience. Benefits include paid time off, paid holidays, health with HSA, dental, vision, pension, 401k, paid training and tuition reimbursement.

If you meet the qualifications for this position and are interested in applying, please submit a cover letter and resume to human.resources@wcrb.org.

<https://www.wcrb.org/>

WISCONSIN COMPENSATION RATING BUREAU

Position Description

Desktop / Server / Network Support - Intermediate

Date: November 11, 2024

Reports To: CIO/VP IT

Job Title: Desktop Support - Intermediate
Server / Network Support - Intermediate

Classification: Exempt

Department: IT

Summary

Desktop Support – Intermediate level duties are performed with limited supervisory oversight. Desktop support includes configuring and maintaining desktops, laptops and other mobile devices including desktop applications, solving user issues, installing security patches and providing user training as required.

Intermediate requires a minimum of 3 years of experience.

Server / Network Support - Intermediate duties are performed with direct supervisory oversight. Server / Network support responsibilities include upgrading operating systems, installing security patches, maintaining devices such as printers and disk storage, maintaining firewall and router upgrades, managing user connectivity and monitoring system performance. On-Call duties for emergency systems support during prime shift and non-prime shift hours required. Ideal candidate residence is no more than a 45 minute drive to the WCRB office to assist with emergency system support. Candidate must also periodically drive to the WCRB colocation (Milwaukee WI) and Disaster Recovery facility (Kenosha WI) periodically for server/network support.

Intermediate requires a minimum of 3 years of experience.

This is a full-time position. Candidate will work from home most of the time, with mandatory reporting to the office every other Wednesday. Salary commensurate with experience.

Essential Duties and Responsibilities

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

1. Maintains server / network systems, installing new hardware/software/applications and modifying existing hardware/software/applications, testing, installing patches, and supporting peripheral devices including printers, hubs, routers and copiers and other equipment.
2. Collaborates with network administrator to review and analyze hardware and software needs; recommends changes, remediates vulnerabilities from network audits and weekly systems scans.
3. Conducts periodic diagnostics and testing to ensure optimal network function and minimal downtime.
4. On-Call duties for systems support during prime shift and non-prime shift hours.

5. Configures, maintains, and deploys desktop operating systems, ensuring data integrity and system security; installs, configures, troubleshoots, and responds to user concerns for desktops, laptops, and mobile devices.
6. Addresses and resolves user account, software, hardware, and connectivity issues. Research solutions and provide recommendations.
7. Maintains and updates security software.
8. Maintains fixed asset inventory of all hardware and software licenses.
9. Creates and maintains system documentation, including updates, policy, and procedures.
10. Communicates with end users to understand and troubleshoot problems.
11. Maintains email and intranet services, adding and removing users and accounts.
12. Perform O365 and TEAMS administration duties assigned.
13. Performs phone system administration duties as assigned.
14. Stay current with technology through resourcing publications and educational opportunities.
15. Performs other duties as assigned.
16. Complete production website change requests as assigned.
17. Compliance with Bureau policies and procedures.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Associate degree in IT is desired. A four-year degree is preferred.
- Certified Professional in VMware
- VMWare Certified Professional - Data Center Virtualization
- Microsoft Certified: Windows Server Hybrid Administrator Associate

Key Competencies

- Able to communicate (written, verbal, and interpersonal) effectively with both non-technical and technical staff members.
- Flexible and adaptable in learning and understanding new technologies.
- Strong written, oral, and interpersonal communication skills.
- Highly self-motivated and directed.
- Able to conduct research for various issues and make recommendations for resolution.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Respectful of opinions of others.

Knowledge, Skills and Ability

- Working knowledge of personal computers.
- Working knowledge of Microsoft Office Suite products, O365 and TEAMS.
- Work schedule flexibility as required.

- Assist other IT staff as directed.

Supervisory Responsibility

This position has no supervisory responsibilities.

Travel

In and out-of-state overnight travel, as directed. Travel to the WCRB Co-Location (Milwaukee, WI) and Disaster Recovery facility (Kenosha, WI) as needed to maintain servers and network.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; talk or hear; and use hands to handle, or touch objects or controls. The employee is regularly required to stand and walk. On occasion the employee may be required to stoop, bend, or reach above the shoulders. The employee must occasionally lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

This is a full-time position Monday through Friday. Core business hours are 7:45 a.m. – 4:15 p.m.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position operates in a clerical, office setting. This position routinely requires use of standard office equipment such as computers, phones, calculators, photocopiers, printers, and fax machines. The noise level in the work environment is usually low to moderate.

The Wisconsin Compensation Rating Bureau is an equal employment opportunity employer and complies with all applicable laws prohibiting discrimination based on race, color, religion, sex, age, national origin, disability, medical condition, veteran status, sexual orientation, or any other personal characteristic protected by applicable federal, state, and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, leaves of absence, compensation, and training.