

POSITION DESCRIPTION



Title: IT Support Specialist

Department:	Exemption
Status:	
Information Technology Services	Non-Exempt
Reports To:	Last Revised:
Director of Information Services	July 26, 2021

Titles Reporting to Job:

N/A

Position Summary:

An IT Support Specialist is responsible for assisting end users with issues or questions relating to computer hardware or software devices. Their duties include: accepting phone calls, resolving and documenting support ticket requests, communicating through messaging platforms, and assisting users to diagnose any and all computer issues over the remote or in person. This position will also assist with any duties that may contribute to the effective collaboration with implementation of new technology to enhance the agency needs.

Essential Duties and Responsibilities:

Include the following, other duties as assigned:

1. Contributes to the Agency's efforts to prevent and integrate service delivery with other community providers
2. Participates in the Agency's continuous Quality Improvement activities. Strategically plans for cluster or programmatic improvements/growth utilizing Quality Improvement Cycle (QIC)
3. Approves timesheets and ensures compliance with Agency and funder guidelines, accountable for daily activities within the allowable activities approved by the Agency
4. Participates in IT meetings and building a team environment
5. Provides enterprise-level technical support to local and remote users
6. Strives to improve user experience, system availability, and performance by providing timely assistance to users for mission-critical issues
7. Manages time effectively and efficiently with minimal supervision
8. Administers customer support cases through ticket system, phone, and/or email submission

9. Performs daily documentation of work orders on the ticket system and follow IT department procedures
10. Reads technical manuals, confers with users, or conducts computer diagnostics to investigate and resolve problems or escalate as needed
11. Provides relevant troubleshooting support to in-office and remote users in person, by telephone, or remote assistance
12. Provides mobile device support to agency-owned and operated equipment or email set up on staff personal cell phones approve for work use
13. Maintains up-to-date images for all desktops, laptops, and tablets
14. Manages Users Accounts including but not limited to; account creation, account modification, directory information updates, password resets, inbox set up, VIOP and Voicemail set up, and any other accounts needed
15. Sets up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software
16. Tracks and maintains 3rd party funder database, and follows up with relevant programs
17. Maintains and conducts regular equipment inventory including, but not limited to; desktops, laptops, tablets, phones, cell phones, and all accessories in the Assets Manager System
18. Assists with internal and external Database systems (ie. FundEZ, RE NXT, Child Plus, Sacwic, Teaching Strategies, etc.)
19. Improves user experience, system availability, and performance by providing timely assistance to users for mission-critical issues
20. Oversees the daily performance of computer systems
21. Develops training materials and procedures, trains users in the proper use of hardware or software
22. Moves all IT equipment as requested in the ticket system
23. Collaborates and provides input to team lead with project planning and implementation
24. Supports the Network Specialist with agency systems such as the Phone system, User management, Office 365 administration
25. Responds to after-hour on-call
26. Sets up & picks up Audio-Visual equipment for events
27. Provides AV support to staff during office hours and after-hours events
28. Installs and maintains security cameras and record requested events
29. Meets deadlines and expectations as assigned
30. Performs any other duties deemed necessary as directed by immediate supervisor

General Requirements:

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills testing. 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 perform the essential functions.

Education/Experience:

BA in Computer Science and/or A+ and/or network + certification, or 2 or more years of experience in a related field. The ideal applicant will have work experience supporting Microsoft's current Windows, troubleshoot hardware and software, printer troubleshooting and setup, User and email setup, setup telecommunications. Knowledge of Microsoft Office 365 and must have the ability to support workstation/desktop operating systems and troubleshoot problems. Applicants must also be able to deal courteously and effectively with incoming calls or tickets and document appropriately on the work tickets. Work as an effective team member contribute ideas and suggestions to improve user experience. Strong desires include training experience, knowledge of IT Ticket software, tracking/inventory software.

Language Skills:

Bilingual Spanish Preferred

Computer Literacy & Knowledge Skills Abilities:

Hardware & Software troubleshooting, knowledgeable in the Microsoft suite applications, knowledgeable in telecommunications.

Mathematical Skills:

Basic Mathematical skills are required.

Operating Environment and Working Relationships:

Works collaboratively and routinely with network specialists to support user network connectivity. Well-developed administrative skills. Strong documenting skills. Ability to express oneself clearly and effectively. Superior interpersonal abilities. Ability to get along with diverse persons and personalities. Must be tactful, mature, and flexible. Good reasoning abilities and sound judgments.

Decision Making Authority:

Exercises discretion, independent judgment in executing tasks.

People Management:

N/A

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 and hear. The employee frequently is required to use their hands. Must be able to climb stairs. Must be able to lift and carry 25lbs.

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. The noise level in the work environment is usually moderate.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this position description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Applicant/Employee Signature/ Firma de Empleado:

Date/ Fecha: _____