



## JOB DESCRIPTION

Job Title: **IT Support Specialist**

Reports to: Director Informational Technology

Supervises: N/A

Job Code:

FLSA Status:  exempt  non-exempt  full-time  part-time  other

Salary Ranges: Starting around \$50,000

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### Position Summary:

The Desktop/Laptop Support Technician's role is to support and maintain organizational computer systems, desktops, and peripherals. That includes installing, diagnosing, repairing, maintaining, and upgrading all organizational hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via work order) in a timely and accurate fashion and provide end-user assistance where required.

### Essential Job Functions:

#### Essential Duties and Responsibilities:

- Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products in order to deliver required desktop service levels.
- Performs equipment repairs and/or upgrades.
- Assists users in the proper use of the equipment in conformance with coalition internet usage agreement guidelines.
- Perform on-site analysis, diagnosis, and resolution of laptop problems for end users.
- Collaborate with technology team members to ensure efficient operation of the organization's desktop computing environment.
- Where required, administer, and resolve issues with associated end-user workstation network software products.
- Receive and respond to incoming calls and emails regarding laptop problems.
- Offer technical support to company staff and troubleshoot computer problems.

- Ensure that desktop connections, ie. network jacks are in proper working order.
- If necessary, liaise with third-party support and PC equipment vendors.
- Perform related duties consistent with the scope and intent of the position.
- Oversee the installation of internet and/or telephone communications hardware when needed.
- Assist with IT trainings (i.e.: work from home protocol)
- Report violations and/or abuse as it pertains to the coalition's computer.
- Performs other duties as assigned.
- 30% or more travel will be required if needed.

## Skills and Abilities:

- Accountability
  - Strong customer service orientation.
  - Excellent communication skills, both written and oral.
  - Excellent problem-solving and critical thinking skills
  - Good organization, time management and prioritization
  - Ability to work effectively with a diverse population.
  - Excellent knowledge of PC hardware.
  - Excellent knowledge of PC internal components.
  - Hands-on hardware troubleshooting experience.
  - Ability to operate tools, components, and peripheral accessories.
  - Able to read and understand technical manuals, procedural documentation, and DEL guides.
  - Working technical knowledge of current protocols, operating systems.
- (This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)
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## Experience and Training:

- High School diploma or equivalent, and/or 2 years work experience in related field.
- Minimum of two years of administrative or customer service experience.
- Training, education and/or experience may be substituted for certain minimum qualifications. (A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)

## Physical Demands:

The physical demands described here are representative of those an employee must successfully perform for his/her essential functions of this job. Reasonable accommodations may occur to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## Work Environment:

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may occur to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

This position requires interaction with children aged from birth to five years of age during volunteer and mandatory community events.

