Position Announcement

IT Support Specialist

Position Summary

Job Title: IT Support Specialist

Department: Information Technology

Reports To: MIS Director

FLSA Status: Full Time, Exempt

Work Hours: Regular business hours with occasional evening or weekend work for system upgrades and maintenance.

Travel Expectations: Occasional state/national travel for support, training, and assisting with events.

The IT Support Specialist manages the desktop environment for PCAR and NSVRC, including providing support and training organization-wide for software packages and supported hardware. This position also provides technological assistance with special projects and events, tracks and documents IT processes, and backs-up other members and functions of the IT team as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned

Help desk/support functions

- Responsible for the day-to-day support of information technology infrastructure, computer systems, and end user services.
- Manage customer satisfaction by providing leadership on helpdesk requests.
- Track and document IT processes and helpdesk requests through Spiceworks software.
- Perform upgrades, updates, maintenance and troubleshooting for software, hardware, and networking equipment as needed.
- Purchase and manage approved equipment and software.
- Maintain and configure user accounts including staff entrance and exit tasks.

Staff training

- Provide technology training and orientation for new staff.

- Provide initial and ongoing training to staff on software.
- Provide training on supported hardware and peripheral devices as needed.
- Facilitate external training as needed.
- Provide technological assistance and consultation for special projects and events.

Software and hardware support

This position is responsible for installation, configuration, upgrading, updating, and trouble-shooting for approved products including, but not limited to, those listed below.

- PC and laptop support (Windows OS)
- Microsoft Office
- Email (Microsoft Exchange and Outlook)
- Antivirus software (AVG)
- Internet Browsers (IE, Firefox, and Chrome)
- Adobe Suite including Acrobat
- Helpdesk software administration
- Manage, implementation, and training of webinar program
- Local/networked printers
- Uninterruptable power supply units (UPS)
- CD and DVD players/burners
- Speakers / headphones
- Telephone headsets
- Smartphones/hotspots
- Projectors/Smartboards

General

- Manage hardware inventory and lifecycle procedures.
- Maintain current knowledge of industry standards regarding anti-virus and security efforts for the organization.
- Support other members of the IT team as needed to maintain a high level of uninterrupted technology processes for staff.
- Participate in team and agency meetings, trainings, work groups and events as needed.
- Technical lead for biennial National Sexual Assault Conference and yearly Vision of Hope Gala.
- Ensure documentation is kept up to date.
- Assist Systems Administrator with other duties as needed, such as; systems backup and antivirus administration.

SUPERVISORY RESPONSIBILITIES: Directly supervises 0 positions.   Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

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: Two to three years related experience and/or training; or equivalent combination of education and experience in desktop software support in a network environment with Windows clients and servers. Bachelor's degree (B. A.) in Computer Science from four-year college or university preferred.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

REQUIREMENTS:

1. Ability to effectively manage multiple priorities and projects simultaneously and ability to meet strict deadlines. Ability to identify and respond to shifting priorities.

2. Must be a self-starter that can work within a team and fast-paced environment and handle a variety of tasks with multiple deadlines. Must be very detail-oriented and work with minimal supervision.

3. Excellent oral and written communication skills. Must possess excellent project management, organizational and negotiation skills. Excellent customer service skills.

4. Demonstrated sensitivity and ability to collaboratively work with individuals and groups from diverse populations and organizations. Ability to maintain cooperative and professional demeanor with rape crisis centers, coalitions, agency staff/board, council members, vendors, consultants, allied professionals and the general public. Must be able to foster positive working relationships with people and create an accessible environment.

5. Must have proficiency with the technology necessary for the functions of the position, including: Refer to section above on "Essential Duties" for specifics.

6. Accept and abide by the mission and core values of PCAR.

7. Must complete a Pennsylvania rape crisis center sexual assault victim counselor training, within first year of employment.

8. Pennsylvania driver's licence and vehicle are not required for this postion.

CERTIFICATES, LICENSES, REGISTRATIONS: None required

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 frequently required to stand, walk, sit, and talk and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.