

JOB POSTING | 5/13/2021

I.T. SUPPORT SPECIALIST

Position Overview: Responsible for providing initial software and hardware support, as well as providing technical assistance for the Agency, Contractors, and volunteers. This position will be supervised by the IT Manager but performs tasks at the direction of the IT Specialist.

Essential Functions and Responsibilities include the following:

- Provides hardware and software support onsite, remotely, and over the phone.
- Responds to first level support requests in a timely fashion and escalates as needed.
- Under the direction of I.T. Manager and I.T. Specialist, investigates, resolves and documents end user problems.
- Assists with routine maintenance and troubleshooting of business equipment including, but not limited to, computers, laptops, monitors, desktop phone operations.
- Assists with configuring computer inventory/asset tracking efforts, coordinating software license counts and performing other end-user support responsibilities.
- Resets passwords and user accounts.
- Sets up computer and audio visual equipment used in presentations and provides support during live meetings.
- Advises users on the use of systems, hardware, and software. Assists with the development and updating of information technology-related documentation.

Skills, Knowledge and Abilities

Skilled at troubleshooting and resolving technical issues related to computers and peripherals; setting up computers and peripherals; installing and configuring PC software; establishing and maintaining effective working relationships with staff at all organizational levels. Skilled in customer service techniques and phone etiquette.

Knowledge of computer hardware and software programs to include current Windows, and Office versions; configurations and peripherals used including printers and audio/visual systems; hardware and software troubleshooting techniques. Preferred experience with VPN, Remote assistance, and working in a Wide Area Network environment.

Ability to instruct in the use of equipment, software, and manuals to provide technical support and training to Agency Contractors and volunteers.

Environmental Factors

May sit for long periods of time, often at computer terminal. Work is indoors. Requires good finger dexterity for data entry and data input. Strong written, verbal and listening communication skills. Perform a range of body movements that include stooping, bending at waist, reaching and kneeling in any direction. Ability to lift and/or move 50 pounds. Travel by private automobile and/or other suitable modes of transportation to perform essential functions.

Minimum Qualifications

Associates degree in Computer Sciences or Technical Training and minimum of 1-2 years of technical support experience. Must pass a criminal background check (if appropriate). Must provide proof of automobile insurance and valid driver's license.

Salary: \$45,903 per year. **Closing date:** Friday | May 28th or until filled.

Apply at: www.altcew.org/employment-opportunities. Call 458-2509 for assistance in applying.

Diverse applicants encouraged to apply.

