Position Title: IT Specialist	**Working Hours:** Full-Time/Exempt
Supervised by: Associate Executive Director	**Direct Reports: N/A**

Qualifications:

Bachelor's Degree in a technical discipline such as Computer Science, Information Technology, or Computer Engineering is preferred. Experience can be substituted for degree if the candidate can demonstrate the knowledge and specialized expertise needed. Must have experience in maintaining and improving technical systems. Experience with a wide range of hardware and software with the ability to perform setup, maintenance, and troubleshooting for all agency equipment and systems. Expertise with on premise servers, Microsoft 365 and cloud computing services. SQL database knowledge is a plus. Operational understanding of applications to ensure compatibility. Ability to update and maintain agency website. Adept at learning new systems and programs. Good customer service skills and the ability organize, prioritize, and track information. Experience with relaying technical information in layman's terms and skilled at providing step by step directions for technical tasks. Be responsive to tech support requests and have flexibility to address critical issues outside of standard hours as authorized.

Function:

- Function as a key member of the agency Administrative Team.
- Provide day to day technology needs of the agency.
- Interface with outside IT Consulting Firm as needed.

Position Description:

Server and Computer Management: Manage all computers and servers (on premise and cloud management) including the setup, updates, and backup for all systems to ensure interoperability and reliability. Monitor and implement fixes to address and prevent problems. Configure MS 365 user and group management including Team/SharePoint. Image new computers and set up new user accounts with appropriate rights across all systems. Update login scripts for mapping/user rights as needed. Ensure appropriate operating and security software is installed and updated as needed. Perform weekly maintenance on servers and periodic maintenance on PCs to ensure optimal performance and no down-time.

Remote Monitoring and Support: Provide support remotely as viable and onsite as needed. Monitor, troubleshoot and escalate alerts on any issues as they arise.

Helpdesk: Respond to helpdesk and IT request emails within 2 hours. Provide support/instruction for resolution. If unable to resolve remotely within the workday; provide on-site support for resolution by the next workday. *Support and troubleshooting may include wireless communication devices.* Maintain a shared tracking of helpdesk tickets and IT related projects requiring for more than 24 hours for completion.

Website/Internet: Monitor performance and work to address network related issues in collaboration with the Admin Team and vendor/s. Provide technical support to maintain, update and improve agency website as directed. Assist with troubleshooting issues that affect site functionality.

Inventory: Provide recommendations for procurement of new IT equipment; ensuring compatibility and proper hardware/software installation and configuration. Work with Office Manager to maintain up-to-date tracking and inventory accuracy. Keep supervisor and appropriate point of contacts informed of password changes to agency

accounts.

Security: Ensure security of Client information, to include software/applications and data security, as well as disaster recovery planning. Monitor system backups; restore lost documents or files as needed. Monitor firewall, system performance, and security certificates/compliance requirements. Remain abreast of threat alerts and pending changes to applications/systems that may impact agency. Make recommendations for addressing and implement as approved.

Data and Documents: Develop and/or maintain IT related documentation including standard operating procedures (SOP); system documentation; user protocols; computer operations and program maintenance manuals; and quick start guides as viable.

Assure the identified agency administrator/s have unrestricted access to all documentation. Provide regular updates to supervisor and provide data/status reports on an agreed-upon schedule and as requested.

Other Duties as Assigned:
- Perform other duties as requested from time to time that are not specifically listed but are consistent with the position and skills of the incumbent and necessary for the efficient and effective operation of the agency.

The signature below indicates that the employee has received, understands, and agrees to the complete Position Description:

_____
Employee Name (printed)

_____
Employee (signature) and date