

TITLE: Information Technology Support Specialist

Location: Central Office

Reports to: Information Technology Systems Coordinator

Job Summary

This position would focus on a combination of daily maintenance and set up work along with special project long-term capacity-building work.

Contribute to mission and vision of MICA by creating a positive, respectful, and safe environment when working with staff and agency and community partners. This position requires advanced knowledge of Microsoft Office applications. Provides software support, training and troubleshooting assistance to staff for all agency-owned computers and electronic devices. May provide assistance in individual and large group settings. This position may perform regular duties at alternative sites with permission of the Program Director.

Summary of Essential Job Functions

Build and maintain positive relationships with agency staff and volunteers as needed to provide excellent services.

- Works directly with Information Technology System Coordinator to determine workflow schedule and priorities.
- Works directly with staff to answer help resolve software usage questions.
- Uses discretion to effect timely solution of problems in order to improve staff efficiency and ensure staff satisfaction.

Compliance

- Complete and submit all required documentation accurately, in a timely manner, and according to agency standards
- Perform a variety physical computer work including recycling procedures for devices, refreshing returned devices, setting up new devices or applying new user settings, coordinating drop off and pick up of devices.
- Maintain department device inventories
- Take the lead on coordinating new staff orientation account and device set up.
- Manage the ECP Summer Device Return project
- Creates trainings and training documents as requested or as determined necessary based on observation of staff skills on a variety of software and services such as Zoom, Office Suite, and our softphone service.
 - Trainings may be live, recorded or electronic
- Presents trainings for groups of staff as requested

Innovation

- Work with Information Technology System Coordinator to pursue special projects pertaining to long-term capacity-building work.

Develop skills and knowledge related to the position

- Complete all trainings and attend all meetings as required

Knowledge, Skills and Attitudes:

- Able to read, write and speak the English language
- Committed to the concept of diversity and the inherent worth of every individual
- Committed to the concept of wellbeing and helping children and families
- Dedicated to continuous learning. Ability to learn and support new systems and applications
- Strong teamwork skills
 - Able to collaborate in a positive and respectful way with families, agency co-workers and community partners.
 - Ability and commitment to working as a team member, being non-judgmental, maintaining objectivity, and being solution focused.
- Strong commitment to achieving results
- Must be able to maintain confidentiality
- Excellent communication skills.
 - Able to explain complex tasks in a logical, sequential order
 - Ability to communicate technical information to nontechnical personnel
- Strong ability to establish priorities and organize work accordingly
- Able to work independently
- Advanced computer skills. Strong knowledge of Microsoft Office. Must be able to effectively use a variety of software, electronic devices, and databases
- Knowledge of adult learning principles
 - Able to train to a variety of learning styles
- Good group presentation skills
- Excellent problem-solving skills
 - identify problems and review relevant information to develop and evaluate option and implement solutions
- Critical Thinking – use logic and reasoning to identify the strengths and weaknesses of alternative solutions

Working Conditions (Essential physical, mental and emotional demands): *The 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 disabled individuals to perform the essential functions.*

- The work is done in an office setting. The person in this position will have his/her own work station, which may or may not be a private office. Some of the work may be performed as work from home.

- The person in this position frequently communicates with staff, both one-on-one and in larger groups. Must be able to exchange accurate information in person, on the phone, or via electronic media.
- The person in this position is required to move about the office location to meet with staff individually or in groups as needed.
- Must be able to drive to attend meetings as required. Must have and maintain reliable transportation, a valid driver’s license and proof of automobile insurance
- Sometimes lifts, carries or otherwise moves and positions objects weighing up to 40 pounds when setting up trainings or meetings or arranging and storing devices.
- Constantly operates a computer and other office productivity machinery and devices, such as a copy machine/printer, a fax machine, mobile phones and tablets.
- Must be able to observe computer, printer, or other mobile device screens to assist others with their devices.
- Absolute attention to detail and accuracy is critical for the performance of this job.
- Ability to travel out of area for trainings

Education & Experience:

- 2-year degree preferred in related field of study
OR
- High School Diploma with 2 years of related experience

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Additional information

Program	ICP	Management? (Yes/No)	No
Generic title	Software Help Desk	FLSA status	Non-exempt
Pay grade	BAND 5	Last revised	May 2024
EEO 1 Category 6	Administrative Support Worker		

EQUAL OPPORTUNITY EMPLOYER

Signature of Employee

Date