

IT Support Position

QUALIFICATIONS:

Minimum:

Education: Computer Science or a related field

Skills: Working knowledge or computer systems, software/hardware and LAN/WAN networks.

Experience: 6 months to 1 year in related field

Licensure/Certification: Valid driver's license with good driving record

Preferred:

Education: Computer Science or a related field

Skills: Working knowledge in computer systems, network layouts and software/hardware

Experience: 2 years' experience in related field

Licensure/Certification: A+ certification (Computer Hardware)

GENERAL JOB DUTIES AND RESPONSIBILITIES:

1. Maintain helpdesk for hardware/software support system
2. Maintain and ensure that agency hardware/software is operating satisfactory throughout the agency.
3. Respond to and coordinate repairs based on priority needs.
4. Install new hardware and software and perform necessary computer equipment upgrades.
5. Coordinate relocation of agency computer equipment
6. Maintain agency software/hardware computer equipment inventory and submit any updates to Fiscal Department.

• DENOTES ESSENTIAL FUNCTIONS: (as defined by ADA)

1. Must be able to utilize a computer and be able to complete detailed work.
2. Must be able to analyze computer needs, identify technical problem and develop and implement resolutions.
3. Must be able to travel to various sites

EMPLOYEE CHARACTERISTICS:

1. Must be able to work independently and participate in team projects.
2. Must have good verbal and written communication skills.
3. Must be able to coordinate multiple tasks and prioritize projects and seek assistance when needed.
4. Must have good organizational skills and work effectively in a team setting.

OTHER DUTIES (Specific to a site or program)

1. Maintain software licensure by ensuring the current number of users.
2. Travel to sites to provide support and basic computer operation training.
3. Prepare for the return, disposal and purchase of computer equipment
4. Maintain agency accounts.
5. Other duties as assigned by supervisor

**If you are interested in this position please send your
Resume to JJones@hrs.org**