



## Job Description

<b>Job title</b>	<i>I.T. Support Specialist</i>	<b>Position</b>	<i>Part-time</i>
<b>Reports to</b>	<i>Network Manager</i>	<b>FLSA</b>	<i>Non-Exempt</i>

### Job purpose

The IT support specialist is responsible for installing, maintaining, testing, and repairing computer systems and network equipment and providing first-level Help Desk Support to system users to resolve routine technical issues and/or to assist with various software applications.

May train users on Foundation's technology resources and well as assist supervisor with various technology tasks and projects as needed.

### Responsibilities

Duties include, but are not limited to:

- Perform basic problem-solving duties in support of Foundation technology resources.
- Provide assistance to users on various software applications and hardware systems.
- Provide individual instruction and/or training to users on new or updated technologies.
- Assist with tracking inventory levels of equipment and materials.
- Perform routine technology systems support, maintenance, and testing for proper upkeep of systems; troubleshoot and resolve general system hardware, software, and network failures.
- Assist with the installation, configuration and maintenance of computers, workstations and/or related equipment and devices.
- Provide support as required regarding workplace camera technology.
- Perform other related job duties as assigned.

### Qualifications and Working Conditions

*Education & Experience:*

- HS Diploma/GED
- 1-2 years previous experience in a technical support/Helpdesk function

*Job Knowledge and Key Competencies:*

- LAN/WAN technologies
- Proficient in Microsoft Office Suite
- Ability to trouble-shoot hardware such as laptops and/or desktop computers



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- Knowledge of Windows Operating Systems, related software applications as well as computer hardware and networking linkages to perform routine maintenance or to resolve basic technical issues
- Ability to problem solve and communicate effectively
- Ability to provide outstanding customer service with a focus on quality and customer satisfaction
- Knowledge of Android and Apple products a plus

### *Working Conditions and Physical Effort:*

- Work is typically performed indoors with occasional outdoor work required to troubleshoot and/or install various technology equipment
- Requires handling of average weight objects up to 40 pounds. Climbing on ladders or crawling under desks may be required in the course and scope of duties