

Center Against Sexual and Family Violence
Job Description

Job Title: IT Support Specialist, Part-time
Supervisor: Network Administrator
Status: Non-Exempt

Summary: The Technology Support Specialist's role is to develop systems to optimize agency efficiency through servers and related components to achieve high availability and performance of the various business applications supported. This includes designing, configuring, administering, and fine-tuning operating systems and applications across the organization in a timely and efficient manner.

Essential Duties and Responsibilities include the following:

- Ensure that workstations and servers comply with established policies, standards, licensing agreements, and configuration guidelines.
- Responsible for maintenance, testing, troubleshooting and plan development all telecommunications systems. Works with outside contracted entities related to hardware repair and maintenance as needed.
- Assist Community Relations Department with presentations, documents, mass email, document storage, and adobe software.
- Maintain and update various databases, provide configuration, management and reporting support
- Monitor and test system performance; provide statistics and reports. .
- Recommend and execute modifications to systems in order to improve efficiency, reliability, and performance.
- Conduct research on Windows-related software in support of procurement and system development efforts.
- Review and deploy new Windows service packs, hot fixes, system updates, and vendor-supplied patches according to best practices.
- Maintain VoIP System including Phones, Gate Controls, Paging System.
- Manage and/or provide guidance to other CAFV team members.
- Work with Health and Human Services Commission as it relates to Osnum.
- Maintain all CCTV cameras, DVR's, power supply's, switches, for all buildings.
- Maintain and provide support to gate/door controls, Perimeter Security for Shelter 24/7.
- Maintain and support Intrusion and Fire systems for all buildings.
- Provide proactive information on failing systems and equipment
- Knowledge of setting up staff with user account logins, permissions, folder access and groups
- Able to help off-site staff remotely with issues pertaining to equipment and software
- May be asked to provide technical assistance to partner agencies.
- Increase the Center's visibility in the community by attending assigned meetings and participating on behalf of the agency.
- Make community presentations on an on-call basis.
- Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Associates or Bachelors in Computer related degree with at least 2 years' experience on helpdesk with direct user support. Industry certifications such as MCSE, MCP, CompTia, and Cisco. Proficient working knowledge and understanding of the Active Directory Service, Routers, VPNs, Vlans, Thin Client, RDP services, IPV4, and Power shell. Ability to repair/replace computers components, install/reinstall software, deploy Antivirus and Updates.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to speak effectively before associates of organization.
 - Excellent written and oral communication skills.
 - Excellent listening and interpersonal skills.
 - Ability to communicate ideas in both technical and user-friendly language.

Reasoning Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Computer and Network Skills

- Strong knowledge of popular Windows PC software programs, including Microsoft Office, Adobe Acrobat, Internet Explorer, and so on.
- Hands-on hardware and software troubleshooting experience.

Certificates, Licenses, Registrations

- Texas Automobile Liability Insurance
- Texas Driver License

Physical Demands: The physical 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 individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel objects or items; reach with hands and arms; and talk or hear. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds unassisted climb a 6ft ladder. test electrical outlets and live circuits. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasional evening and weekend work to allow downtime for network service and meet deadlines
- The noise level in the work environment is usually high.
- Physically able to participate in training sessions, presentations, and meetings.
- Some travel may be required for the purpose of off-site software and system development management.

Special Qualifications: Ability to speak and write in Spanish a plus.

This job description should not be construed to imply that these requirements are the only duties, responsibilities and qualifications for this job. Incumbent may be required to follow any additional instructions, acquire related job skills, and perform related work.

I have read and understood the Technology Support Specialist job description and am able to perform all functions described.

Name: _____

Date _____