



JOB TITLE: IT SUPPORT SPECIALIST II
FLSA STATUS: Non-Exempt
SALARY RANGE: \$12 - \$17 hourly
STATUS: Full-time
REPORTS TO: IT Systems Administrator

PRIMARY PURPOSE OF JOB

Provide technical assistance to computer system users. Answer questions or resolve computer problems for employees in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

This description may not include all of the duties, knowledge, skills, or abilities associated with this position.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

General Duties and Responsibilities

- Serve as the first point of contact for employees seeking technical assistance over the phone or email.
- Walk employees through problem-solving processes.
- Provide superior customer service to employees.
- Work with the IT staff to maintain the hardware and software used by Abilities First.
- Setup and maintain the computers and printers used by employees of Abilities First.
- Investigate and resolve issues as directed by the IT Systems Administrator or IT Manager.
- Trouble-shoot problems and provide users with information about their equipment.
- Solve any software or hardware problems in a timely manner when they are reported.
- Investigate and resolve issues as directed by the IT Systems Administrator or IT Manager.
- Assist the IT Systems Administrator with maintaining the inventory of computer equipment and accessories distributed from the Information Technology Department.
- Light lifting required. Extensive sitting, travel required. Travel may include to satellite offices, trainings, or to pick up supplies.
- Attend staff meetings concerning new or revised policies and procedures and implement new information accordingly.
- Must be able to pass a background screening.
- Must have a valid Missouri driver's license, reliable transportation, an acceptable driving record, and auto liability insurance that meet the requirements set by Abilities First.
- Must be able to drive for work-related assignments.
- Must have either a reliable broadband internet service provider high speed internet with internet speed at *no less than 20 mbps* in order to work remotely from home with provided laptop and office equipment.
- Perform other related work as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Intermediate knowledge of the concepts, characteristics and capabilities of current software and personal computer systems is required.
- Intermediate Knowledge of Windows Operating systems is required, including a familiarity with a variety of operating systems. (Windows 10, Windows 7/8, Mac OS X).
- Intermediate knowledge of networking technology is preferred.
- A basic knowledge of printers and peripheral devices such as scanners, digital cameras, external hard drives etc. is required.
- Intermediate knowledge of Windows Server operating systems is preferred.
- Novice to Intermediate knowledge of Apple's iOS is preferred.
- Novice to Intermediate knowledge of Microsoft's Office 365 platform.
- Intermediate knowledge of the computer software used to support this organization. Software would include but not limited to; Anti-virus, PDF viewer, Email, Word Processing, Spreadsheet, and Presentation software.
- In addition to trouble-shooting and routine maintenance on computers, a basic knowledge of printers and peripheral devices such as scanners, digital cameras, external hard drives etc. is required.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective, professional working relationships with co-workers and the public.
- Working knowledge of HIPAA guidelines, practices and exceptions.
- Ability to bend, sit, stand, and stoop.
- Demonstrates professional work ethic.

CORE COMPETENCIES

- Adaptability – Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- Continuous Improvement – Originating action to improve existing conditions and processes; identifying improvements opportunities, generating ideas, and implementing solutions.
- Contributing to Team Success – Actively participating as a member of a team to move the team toward the completion of goals.
- Decision Making – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- Engagement Readiness – Demonstrating a willingness to commit to one's work and to invest one's time, talent and best efforts in accomplishing organizational goals.
- Planning and Organizing – Establishing courses of action for self and others to ensure that work is completed effectively.
- Quality Orientation – Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position-related area; keeping up with current developments and trends in area of expertise.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- Minimum two years of experience or equivalent college credit required.
- Microsoft, CompTIA and Cisco Certifications preferred.
- Five years of work experience or combination of work experience and college credit preferred.
- High school diploma or equivalent required

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents/reports and focus on computer for an extended period.				X
Hearing: Must be able to hear well enough to communicate with coworkers and general public.				X
Sitting: Must be able to sit for long periods of time.				X
Standing/Walking: Must be able to move about the work area.	X			
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
Lifting/Pulling/Pushing: Must be able to lift 20 pounds with or without reasonable assistance.	X			
Driving: Must be able to drive locally for work-related assignments.	X			
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X

- The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.
- Works in an office environment with the option for some remote work
- Abilities First offers a flexible schedule and relaxed environment

The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee Signature

Date