



IT Support Specialist **Position Description**

Position Title: Information and Technology Specialist

Effective Date: 3/5/2021

Title of Supervisor: Compliance Director

Supervises: No one

Employee Classification: Non-Exempt hourly, professional-technical position currently scheduled for 30 plus hours per week

General Description:

This position reports to the Compliance Director and is responsible for supporting computer and telecommunication network operations and procedures. Information and Technology Specialist works to support internal computer systems, which includes installation of cabling, maintenance of the phone router, server, and service activities, and is responsible for supporting computers, tablets, phones (office and cell phones), projectors, laptops, desktops, peripheral equipment, networks, communications equipment, and providing support for users' software and hardware needs. Under general supervision, the Information and Technology Specialist independently performs troubleshooting, maintenance, repair, and installation activities such as assembling and installing new computer equipment or units of local area networks requiring use of standard interface protocols. The Information and Technology Specialist assists in installation and cabling, user support, backups, and maintenance of documentation.

Minimum Qualifications:

1. Minimum 18 years of age
2. Have obtained high school diploma, GED, or equivalent
3. Approval to work after a background check through the State of Oregon
4. Be legally eligible to work in the U.S. and able to provide documented proof thereof
5. Current valid state issued driver's license, excellent driving record, proof of insurance, and be able to be insured by the Ron Wilson Center Auto Insurance Carrier.
6. CPR and First Aid certification
7. OIS Certification
8. Maintain a minimum of 12 hours of training per year related to technology information/security
9. Ability to perform job duties independently without direct supervision while following RWC Policies and Procedures and training efficiently and effectively

10. Flexible hours of availability
11. Capable of responding to and handling emergencies
12. Excellent communication skills
13. Positive and professional team player
14. Requires special technical knowledge of the techniques and procedures of software and network support for multiple users
15. Must understand installation, configuration, and troubleshooting processes for software, hardware, networking, and accessory equipment
16. Requires experience with administration of Windows server, Windows PC's, and Network administration
17. Requires sufficient analytical skills to assess problems or unusual situations and develop solutions and able to document jobs performed
18. Must be able to install, configure, troubleshoot, and maintain all of the software applications and peripheral equipment used at RWC
19. Must have strong communication, training, and customer service skills and be able to communicate technical information to non-technical users and adapt to change

Physical Requirements:

1. Ability to lift up to 50 lbs.
2. Ability to safely perform OIS Protective Physical Interventions
3. Ability to perform First Aid and CPR
4. Ability to evacuate without assistance in the event of an emergency
5. Good hand-eye coordination, arm, hand, and finger dexterity, including the ability to grasp, and visual acuity to use a keyboard, operate equipment, and read technical information
6. Ability to apply SIMplicity training when necessary

Preferred Qualifications:

1. A minimum of an AA/AS degree in a computer related field with preference given to a BA/BS in computer science or a related discipline
2. 2 years of experience relevant to the position
3. Experience in the general supervision, care and support of ID/DD individuals in community residential and supported living programs is a plus
4. A working understanding of mental health department operations, goals, and objectives relating to computer and communications services
5. A knowledge of how to assemble and disassemble personal computer components including cabling

Position Functions and Responsibilities:

1. Installs, configures, maintains, repairs, and troubleshoots a wide range of software used throughout RWC operations. Perform testing activities on various computer equipment, peripherals, data communication, and computer network systems.
2. Responds to software and hardware problem requests for service and determines the nature and extent of support needed. Investigates error messages and determines resolution.
3. Network support which includes installing networked application software, granting access to users, creating user groups, managing shared resources, installing peripherals, configuring security, including setting up batch files and making specific files read only
4. May contact software vendors to obtain specifications, pricing, and other purchase related information needed to guide in the selection of software
5. Train users in startup, basic and advanced use of software programs. May provide group training on request
6. Develops job aids for tasks performed in software applications.
7. Maintains up-to-date job specific knowledge including administration of Windows PCs and Server, Chromebooks, Ubiquiti network equipment, and software used by RWC
8. Meets with and advises management and other staff in the design, implementation, and configuration of networked lab and workgroup software. Advises supervisor in setting and updating standards for microcomputer software. Assists in evaluation and testing of microcomputer software and in planning for future needs
9. May provide supervision, training, and technical guidance. May assess and report on staff progress to management
10. Assemble, install, configure, and test computer equipment or units of local area networks requiring use of standard interface protocols
11. Set up, program and maintain office phone systems and/or cell phones
12. Consult and assist manufacturer's representatives in the installation of new computer equipment; exercise total responsibility for routine installation or modification projects; assist in repairing, installing, and testing complex pieces of equipment or local area networks. Submit equipment repair warranties.
13. Complete work orders such as installing equipment, connecting and moving devices, resetting passwords, troubleshooting and resolving issues, etc.
14. Provide support and training to new users and solve miscellaneous problems, and troubleshoot problems
15. Provide support to users relating to both hardware and software problems on their computers
16. Perform preventative maintenance for computer, data communications, and/or peripheral equipment; test and adjust to appropriate standards
17. Maintain computer network documentation and update computer maintenance manuals

18. Perform/monitor software updates and routine upgrades, etc. and overall maintenance
19. Update and maintain RWC website
20. Therap administrative duties
21. May help create agency training videos and other materials to support the agency
22. Regular and satisfactory attendance and punctuality
23. Perform related duties as assigned
24. Form development as assigned

Skills:

1. Strong experience with installation, configuration and test hardware and software within Windows 10.
2. The ability to install, operate, troubleshoot, and maintain TCP/IP LANs and networked devices such as:
 - IPsec and SSL VPNs
 - Direct Access
 - DHCP
 - DNS
 - Ubiquiti Unifi Firewall Devices
3. Experience with Windows Server 2012 and 2016 and being able to implement setup and manage a domain server which includes:
 - GPO
 - Print Server
 - Direct Access
 - VPN
 - Backup and Recovery
 - Create, update, and manage user accounts
 - Create, update, and manage folders
4. Troubleshoot Microsoft Office (the ability to code in VBA preferred)
5. Good understanding of security principles and practices
6. Consults with multiple vendors
7. Design, manage, and update webpage
8. Manage and update G Suite for Non-Profits

Interpersonal Contacts:

Frequent contact with RWC Management and Office personnel, DSPs, consultants, clients, county personnel, and other provider and agency representatives.

Conditions:

This position requires some flexibility in the working schedule to meet program needs. The work schedule may occasionally include days or swing; weekdays or weekends as dictated by the location and client needs. This position may have many interruptions.

These are the physical conditions:

(Occasionally is defined as 0-1/3 of an 8-hour day; Frequently is defined as 1/3 – 2/3 of an 8-hour day; Continuously is defined as 2/3 – 3/3 of an 8-hour day)

Standing – Frequently while moving to one area to another area, during job performance and while going to and from work or meetings.

Sitting – Continuously while working on necessary paperwork, in meetings, computer work and traveling to various locations.

Walking – Frequently to move from location to location or while training.

Lifting and/or Carrying – Occasionally while carrying written materials, computer items, or supplies or moving from one location to another, (up to 10-50 pounds).

Pushing/Pulling – Occasionally while moving equipment, supplies, computers, and other facets of the job.

Stooping/Bending/Crouching/Kneeling – Occasionally while getting files, training books or materials; picking up supplies; using electrical outlets; getting in or out of vehicles and other facets of the job.

Reaching/Twisting – Occasionally while retrieving equipment, supplies, paperwork, handling out materials and other facets of the job.

Handling/Touching/Feeling – Continuously while completing paperwork, and other training facets of the job.

Throwing – None

Talking/Hearing – Continuously in the performance of all facets of the job.

Seeing – Continuously in the performance of all facets of the job.

Environmental Conditions:

The individual performs duties indoors in various locations with some potential for exposure to safety and health related hazards related to electronics work. The environment is heated, well lighted and usually carpeted. Occasionally inclement weather conditions may be incurred while traveling to and from locations or outdoors for various activities.

Exempt or nonexempt:

Non-Exempt/Hourly

Supervision:

Supervised by:
Compliance Director

Reports to:

Compliance Director

Supervises:

No One

Acknowledgement:

I have read this position description and understand the requirements and nature of the position listed herein. I am aware that while efforts have been made to develop a complete and accurate position description the qualifications, responsibilities, and conditions are subject to change and that any omissions do not exclude them from duties I may be asked or required to perform if the work is similar, related, a logical assignment to the position, or is necessary in an emergency situation.

I understand that the Ron Wilson Center is an “at-will” employer and that the company or I may terminate the employment relationship at any time, with or without notice or cause, for no reason or for any reason not prohibited by federal or state law. “At-will” employment is for the employer and the employee.

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| Employee Name (Print) | Employee Signature | Date |
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