

Job Title: Information Technology (IT) Assistant

Department: Administration

FLSA Classification:

Reports to: Director of Administration

Hours: Part Time, flexible schedule.
Occasional on call nights and weekends.

JOB SUMMARY

This is an entry level position we are looking for someone who is eager to learn. Under the supervision of the IT Coordinator, the IT Assistant is responsible for completing operational tasks efficiently, maintaining accurate records, and providing technical support to onsite and remote users via remote support tools, phone or in-person. This includes but not limited to: Mobile Devices, Desktop, Printer, and Laptop Support.

ESSENTIAL DUTIES & RESPONSIBILITIES

Responsibilities

1. Work with IT Coordinator to assure that all agency technology (computers, printers, tablets, smart phones) are in good working order. Participate in basic maintenance of equipment, cleaning and scheduled updates on all agency technology.
2. Support users in a timely manner and ensure daily, weekly and monthly operational tasks are performed efficiently.
3. Provide remote and in person support to diagnose, troubleshoot and configure equipment including laptops, desktops, tablets, cell phones, i-Devices and other devices for users; this includes hardware and common windows operating systems and applications. Direct unresolved issues to the next level of support personnel.
4. After-hours project work or IT emergency response may be required at times. Including possible immediate in person response.
5. Act as a resource to staff; providing and creating instruction, tutorials, and consultation where applicable, work with IT Coordinator to address any needs.
6. Maintain inventory of equipment, check equipment in and out to staff and maintain historical records by documenting hardware and software changes.
7. Participate in development of technology plan and assist in the purchasing process of new technology to ensure requirements/needs are met.
8. Occasional travel to satellite offices or IT consultant.
9. Work with vendors to troubleshoot or install new equipment and software.
10. Other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education
 - Required: High School Diploma
 - Desired: Some college preferred, a relevant degree is valued but not required.
 - Other certifications are valued but not required.
 - Complete training with Sherwood's IT Coordinator. Demonstrate the ability to learn basic to detailed computer maintenance.
2. Experience
 - Customer service, Administrative or Previous PC computer/networking technician experience preferred.
 - Basic PC/Windows knowledge and troubleshooting skills.
 - Familiarity or interest in emerging technologies in mobility, security, networking, and general computing.
3. Skills
 - Knowledge of Windows 10 operating system.
 - Knowledge of common PC software including Microsoft Office, Zoom, and Adobe Acrobat.
 - Ability to research and resolve technical issues with minimal direct supervision
 - Basic understanding of PC's, smart phones, tablets, cameras, printers, projectors etc
 - Excellent communication, technical troubleshooting and diagnostic skills.
4. Ability to pass a background check.
5. Other required Knowledge, Skills and Abilities:
 - High level of professionalism in appearance, actions and communication.
 - Highly motivated, responsible individual with outstanding customer service skills.
 - Good organizational skills.
 - Great attention to detail
 - Current CPR and First Aid Certificate
 - Effective oral and written skills
 - Ability to train staff with a variety of skill levels in the use of basic computer function
 - Demonstrate ability to meet tight deadlines
 - Ability to work with diverse population
 - Non-profit experience a plus

The job description does not constitute a written or implied contract of employment. Sherwood Community Services reserves the right to revise or change job duties and responsibilities as the need arises.

All activities of this position shall be consistent with the agency's mission "to provide quality community based services and support for children, adults and families, enabling them to live meaningful lives to the maximum of their capabilities." The person filling this position will have the commitment to work effectively with diverse populations, including persons with disabilities.

All qualified applicants will receive consideration without regard to race, color, sex, religion, creed, marital status, age, Vietnam era disabled veteran's status, sexual orientation, pregnancy or presence of any sensory, mental or physical disability. All employment related decisions are based solely on relevant criteria including training, experience and suitability.

- Valid driver's license, with reliable transportation with insurance coverage sufficient to cover potential liability. An acceptable three-year motor vehicle report and the continuous retention of an acceptable three-year motor vehicle report.

EQUIPMENT USED

- Computers/laptops/cell phones of various makes and models
- I-devices (iPads, iPod, iTunes)
- Network cable testing and repair equipment.
- High Speed Internet service at home that allows for on call duties
- Personal car for occasional driving to drop off equipment or to satellite office locations.

MENTAL & PHYSICAL DEMANDS/WORKING CONDITIONS

- 1 Mental Effort
 - Detect problems, analyze and restore basic computer functions
 - Identify training methods that are adapted to unique abilities
 - Professionalism at all times when dealing with varied skill level
- 2 Physical Requirements
 - Lift 70 lbs
 - Kneel, squat, bend
 - Crawl under desks, climb ladders.
- 3 Working Conditions
 - Hybrid home/office work environment.
 - Working with others who may be angry, frustrated or uncommunicative
 - Ability to provide a rapid response to customer, client or staff needs.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____

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Revised: 7/1/2021