



Job Description: IT Support Specialist

Reports to: Associate Director

FLSA Status: Non-Exempt

Classification: Full time

Summary

The IT Support Specialist maintains our information technology systems and networks, provides excellent service to our users, and performs both technical and administrative work to ensure functionality and efficiency of computer and telecom systems.

Responsibilities

- Institute protocols for the use of IT across departments and projects
- Provide advice on the most suitable IT choices
- Provide technical support and training for systems and networks
- Manage issues and work through a helpdesk ticketing system
- Install and configure software and hardware
- Monitor system and network performance
- Perform troubleshooting, repairs and data restoration
- Performance maintenance activities (ie backups)
- Manage IT asset lifecycle and coordinate all hardware and software purchasing.
- Collaborate with other professionals to maintain standards and functionality
- Work directly with third-party providers for any technical issues or large projects that require external assistance.
- Manage the maintenance and administration of Salesforce.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Relationships

Works closely with (Internal): All departments

Interacts with (External): Office volunteers, IT vendors and service providers Suppliers

Organizational Impact: Organization-wide efficiency

Schedule: Primarily Monday – Friday daytime hours, with exceptions as needed

Required Skills

- **Technology Skills:** Solid knowledge of IT systems and applications; understanding of TCP/IP protocols and LAN/WAN configuration; ability to troubleshoot and repair issues. Ability to rapidly absorb new technical information and apply it effectively.
- **People Skills:** Must be able to communicate effectively both orally and in writing, establish and maintain effective working relationships, maintain confidentiality and provide exceptional customer service.
- **Training Skills:** Ability to translate technical requests with staff, volunteers and external vendors of varying levels of technical expertise. Experience providing organized IT training, including creation of documentation and delivery in both one-to-one and group settings.
- **Approach to Work:** Must be a self-starter and able to work independently. Must be able to multitask and effectively work between numerous simultaneous projects.



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Required Experience:

- Proven experience in all or most of the following: TCP/IP networking, LAN/WAN environments, DNS, DHCP; Microsoft Server 2016; Windows 7&10 (including Group Policy); Active directory; Office 365; VMware; firewalls, routers and Layer 2&# switches; System Security; VOIP systems; System backup; POS and inventory management systems

IT Support Specialist

Date

Greater Fox Cities Area Habitat for Humanity is an Equal Employment Opportunity employer. Applicants are considered without regard to race, color, religion, sex, national origin, age, disability, or other protected status.