

Innovative Services NW Job Description

Job Title: IT Support Specialist



CLASSIFICATION: 01

HOURLY/SALARY RANGE: \$25.00-27.00/hr

REPORTS TO: IT DIRECTOR

EFFECTIVE DATE:

SUMMARY: Innovative Services NW is currently seeking a half-time (20hrs) IT Support Specialist to serve as the first line of response for day-to-day IT support requests from internal users of varying backgrounds and experience levels and assist the IT Director with project related working. Successful candidates will be able to approach problems with care and efficiency, while keeping a strong focus on user relations. This job is on-site and in-person but will provide support to users who may be working remotely.

ESSENTIAL FUNCTIONS:

1. Installing and configuring computer hardware, software, systems, networks, printers, and scanners
2. Monitoring and maintaining computer systems and networks
3. Responding in a timely manner to service issues and requests
4. Providing technical support across the organization (including in person, through email, chat, and over the phone)
5. Use ticketing system to track issues, time spent, communicate with users, escalate issues to the IT Director as needed, and create end-user guides/knowledgebase articles
6. Onboarding and Offboarding users and accounts
7. Repairing and replacing equipment as necessary
8. Maintain accurate records on inventory and permissions, and assist with periodic audits
9. Apply and enforce security compliance regulations including HIPAA and local contract requirements
10. Assist the IT Director with projects including gathering initial research on new equipments, vendors, and systems

REQUIRED EDUCATION, CERTIFICATION(S), COMPETENCIES AND EXPERIENCE

Successful candidates will have a toolset that includes most or all of the following:

- Exceptional interpersonal and communication skills, with the ability to explain technical concepts in a simple manner to educate users.
- A technical, logical thought process
- An ability to adhere to strict deadlines
- An ability to prioritize requests and work efficiently
- An ability to adapt to priority changes, new procedures, and new systems
- A keen eye for detail and accurate record keeping
- Adept at learning new systems, software, and hardware
- An ability to follow directions and procedures
- Familiarity with the following systems or similar:

Windows 10

Microsoft Office

Microsoft 365

Active Directory

Microsoft Teams

HalolTSM (Ticketing)

FreePBX

MDM InTune

Android

pfSense

N-AbleRMM

Windows Servers

- Must be 18 years if age with a High School Diploma/GED.
- 1-2 years working or studying in IT Support or equivalent certifications
- All employees must be able to pass a criminal history check
- **All employees of Corporate offices are required to be fully vaccinated against COVID-19**

SUPERVISORY RESPONSIBILITY: None

AN EQUAL OPPORTUNITY EMPLOYER

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WORK ENVIRONMENT:

This job operates in a professional office environment, occasionally in early learning classrooms, and clinical settings. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and printers. **The noise level in the work environment can vary from quiet to moderate to loud and requires the ability to focus despite auditory distractions.**

PHYSICAL DEMANDS: While performing the duties of this job, the employee is occasionally required to stay stationary at a desk, move about in the office, clinical, and classroom environments; Operate, inspect, move, and place computers, wires, cabling, office equipment, and other large and small objects; control and use hand tools; communicate. The employee must occasionally move equipment weighing up to 30 pounds. The employee must be able to observe, inspect, and assess detailed objects to detect small differences, defects, variations, and changes, including color.

POSITION TYPE AND EXPECTED HOURS OF WORK: This is a .5 FTE hourly. Shifts will be regularly scheduled, but must start and finish during Innovative's regular business hours (weekdays, 8am-6pm).

TRAVEL: No travel is expected for this position.

AAP/EEO STATEMENT:

Innovative Services NW provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.