

# JOB DESCRIPTION

<b>JOB TITLE:</b> Technology Support Specialist		<b>FLSA STATUS:</b> Non-Exempt
<b>SUPERVISOR:</b> As Directed	<b>PAY GRADE:</b> 06	<b>SUPERVISOR RESPONSIBILITIES:</b> No

## **ESSENTIAL DUTIES:**

1. Assists with technology to include the acquisition, installation, maintenance, troubleshooting, and disposal of servers, routers, switches, workstations, printers, software, phones, copiers, fax machines, and other technologies; assists with inventory tracking.
2. Assists with maintaining network infrastructure including servers, topology, administration, etc.
3. Assists with technology troubleshooting including resolving trouble tickets and other support requests in a timely manner; performing hardware/software maintenance and documenting related issues; coordinating work with other staff and offices; travel required.
4. Assists with training users on the use of copiers, fax machines, printers, phones, workstation/peripherals, software, internet, Staff Portal, and other technology resources.
5. Assists with designing and updating forms, documents, charts, presentations, etc.
6. Assists with technology recommendations, specifications, and procurements; completes related purchase orders/payment authorizations.
7. Conducts and participates in meetings, trainings, and presentations; assists with planning and organizing meetings.
8. Identifies and reports risks to supervisor; recommends solutions.
9. Maintains daily log of work performed.

## **QUALIFICATIONS:**

**Special Licenses, Traits, Skills and/or Certifications:** Enthusiastic, self-starter, quick learner; analytical thinker; problem solver; resourceful and innovative; detail oriented; organized; capable of independent work; must demonstrate common sense; and excellent listening, communication, and interpersonal skills.

**Education and/or Experience:** A degree in Computer Technology or in pursuit of a similar degree and six months related experience; or an equivalent combination of education and experience.

**Computer Skills:** To perform this job successfully the following skills and knowledge are required: LAN/WAN Network configuration and maintenance, including server virtualization and network architecture; Backup Systems; Network Security Software/Devices (Firewalls, VPN, Antivirus, Anti-spam, Content Filters, etc.); Windows Server; Internet Explorer; Microsoft Office Products, including Access; and Windows Operating Systems.

**PHYSICAL DEMANDS:** The physical demands described are required to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk, hear, walk, and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, or smell.
- The employee must frequently lift and/or move up to 50 lbs.
- Specific vision abilities required by this job include close vision, color vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described are representative of those

encountered while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, extreme heat (non-weather), and the risk of electrical shock.
- The noise level in the work environment is usually moderate.

**WORK CONDITIONS:** The work conditions for this job description are:

- Access to reliable transportation and travel are required to perform essential duties. Obtains and maintains the required motor vehicle liability insurance requirements and an acceptable motor vehicle record.
- Maintains an acceptable child abuse history clearance, acceptable criminal record report, any other acceptable clearance required, and negative drug and alcohol screenings.
- Community Action, Inc. maintains an at-will policy of employment that means employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either Community Action, Inc. or the employee.

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The statements contained herein describe the scope of the responsibility and essential duties of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

I CERTIFY I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME, AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES. I UNDERSTAND COMMUNITY ACTION, INC. MAINTAINS AN AT-WILL POLICY OF EMPLOYMENT WHICH MEANS EMPLOYMENT AND COMPENSATION MAY BE TERMINATED WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE AT ANY TIME AT THE OPTION OF EITHER COMMUNITY ACTION, INC. OR ME, AS AN EMPLOYEE.

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Employee Signature

\_\_\_\_\_  
Date

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Immediate Supervisor Signature

\_\_\_\_\_  
Date