

JOB DESCRIPTION

Position Title: IT Specialist	Date Revised: 8/2022
FLSA Status: Non-Exempt	Reports To: Brothers Property Director/Finance Director
Compensation: \$19.71 to \$24.96/hour	

Schedule: Shift – approximately 8 hours per day between the hours of 8:00 a.m. to 4:30 p.m. with 30-minute lunch break unless arrangements have been agreed to by the employer and the employee; 5 days/week. Usually 40 hours/week.

JOB SUMMARY:

The IT Support Specialist provides company IT support and assists in the implementation and maintenance of all company software programs and systems. Acts as primary support for end users with their IT needs. Assists with the installation, configuration and maintenance of desktop and network systems. Documents, prioritizes, addresses, and monitors problems and ensures a timely resolution. Works with team leaders to improve service, user knowledge and user self-sufficiency while providing the highest level of customer care. Contributes to the completion of specific IT related projects. Provides solutions to a variety of technical problems of moderate to high scope and complexity. Works independently and provides updates on projects regularly.

ESSENTIAL FUNCTIONS:

- Primary contact for all IT related technical assistance. Includes troubleshooting all issues and following up on all support requests.
- User account administration for network, e-mail, and other applications, specifically in a Microsoft environment (Office 365, SharePoint, etc.) on all existing systems throughout company.
- On-site field installation and/or service support as needed.
- Facilitate new equipment (ordering, set up of credentials, installation of 3rd party applications) for end users as part of new employee onboarding or regular equipment replacement.
- Provide support to end users onsite and remote workers with troubleshooting and IT related issues. Provide equipment and software applications including: repair computer hardware, phone system, VPN, computer operating systems, and office applications.
- Research and resolve technical problems of equipment and software applications.
- Maintain Equipment logs for all computers and associated components, hot spots, printers, and fax.
- Maintain telephone systems (VOIP) and equipment (POE).
- Management of computer hardware. Upgrade computer components (i.e., hard drives, RAM memory, other systems as needed).
- Research and resolve technical problems of equipment and software applications.
- Answering, tracking, and closing IT tickets, ensuring issues are solved.
- Primary contact for all IT related technical assistance. Includes trouble shooting all issues and following up on all support requests.
- Identify issues and propose solutions to leadership team to promote efficiency.
- Train staff on Office 365 applications, online platforms and other applications used by the company.
- Organization and setup of files and user rights to Synology server.
- Create and maintain users' account; Set up routers and network printer.
- Upgrade all systems to Windows 11 Professional & manage IT inventory.

ESSENTIAL FUNCTIONS:

Must be familiar with the following programs and online platforms:

- Quickbase
- Webex Telephone App
- Formstack
- Zapier
- Cloud Integration
- API
- WIX
- Adobe
- App integrations
- Synology
- Microsoft Office 365: Including SharePoint and OneDrive

Special Projects to Be Completed:

- Transition data to new platforms
- Assist in the setup of SharePoint Groups and Sites
- Organization and setup of files and user rights to Synology server
- Install standard applications like Adobe Pro, Office 365, etc. on all existing systems throughout company.

To perform the job successfully, an individual should demonstrate the following competencies:

- **Attendance/Punctuality-** Is consistently at work and on time; Arrives at meetings and appointments on time.
- **Dependability-** Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Safety and Security-** Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

REQUIRED EDUCATION AND EXPERIENCE:

- High School Education
- At least two years of proven experience in providing IT support services related to the systems listed within this description.
- Professional written and interpersonal skills are essential
- Experience with creating and organizing server data and system wide platforms
- Comfortable working remotely and traveling to other locations throughout the Denver metro area
- Ability to be self-driven and manage day-to-day and project work with little to no guidance
- Ability to train individuals on using software and computer functions and communicate processes effectively
- Ability to self-start, lead and complete all projects within this description
- **Must have a valid driver license.**
- **Must have reliable transportation.**

MENTAL DEMANDS:

- Most of the duties are varied and regularly require analysis, comprehension, or limited judgment and discretion. Some of the duties may not conform to standard practices requiring the use of the analysis and interpretation to resolve problems.
- Requires the use of mathematical skills.
- Requires continuous concentration, alertness, and attention to detail.
- Requires an intermediate level of accounting and mathematical abilities.

PHYSICAL DEMAND CLASSIFICATION:

PHYSICAL AND COMMUNICATION DEMANDS:

- Constant (67-100%): Forward reaching, grasping, handling, fingering, vision, hearing, sight with color perception, writing or composing in the English language, reading.
- Frequent (34-66%): Sitting, talking to coworkers, talking on the phone, responding to written/verbal requests from coworkers, responding to written/verbal requests, receiving verbal instructions, receiving written instructions.
- Occasional (1-33%): Standing, walking, stair climbing, bending, squatting, kneeling, stooping, crouching, climbing, twisting, side bending, over-head reach, talking to customers, written communication to customers.

DESCRIPTION OF TASKS:

- *Pushing/Pulling: Occasional pushing/pulling is required when the employee is using hand truck to move files or office supplies. Force pounds were estimated to be up to 25#.*
- *Lifting/Carrying: Occasional lifting/carrying is required when the employee is moving files, boxes, and office supplies. Force pounds were estimated to be up to 25#.*
- *Sitting: The employee sits constantly at a workstation or desk.*
- *Standing/Walking: Alternate standing and walking is performed occasionally when employee is walking to make copies at the copying machine, faxing documents, or going to assist others in the company.*
- *Climbing: Climbing is performed when the employee needs to climb onto a step stool to reach items on shelves.*
- *Bending/Stooping/Crouching: Forward torso bending, stooping, and crouching may be preference of the worker when reaching or material handling at lowered work surfaces, and/or reaching for items on the lower shelves.*
- *Squatting/Kneeling: These techniques can be used by the employee when performing lifting, carrying, or with position tolerance tasks. Squatting/kneeling can be applied up to 1/3 of the workday.*

This position has regular verbal and written contact with administrative personnel, middle, and senior management. The nature of these communications ranges from a routine exchange of information to a process of securing information and/or responding to inquiries where explanation and discussion may be required using judgment.

EQUIPMENT, MACHINES, TOOLS USED:

Computer, computer software, scanner, printer, telephone, copier, facsimile machine, calculator, postage machine, paper cutter, and hand truck. May use other equipment as required for the position.

DESCRIPTION OF WORK ENVIRONMENT:

Environmental Exposure:

Inside: 100%

Temperature: Air-conditioned room

Work is performed primarily indoors unless employee is required to go out of the office on errands. Employee will be in contact with chemicals (i.e., toner for copier and facsimile machines), and materials (i.e., paper) normally found at offices. Employee will also be exposed to minimal noise and vibration.

Vision and Hearing:

Must be able to clearly see the computer monitor with or without corrected vision. Must be able to judge or distinguish distance and space relationships.

Must be able to hear within a normal range with or without a hearing device.

ADDITIONAL INFORMATION:

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. Management has the right to add to, revise, or delete information in this job description. Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Employee's Signature

Date

Employee's Printed Name