

## Wesley House Family Services

### Position Description

**Position Title:** IT Systems Support Specialist

**Department:** IT

**Purpose:** Responsible for helping maintain and facilitate the information technology (IT) systems for multiple non-profit agencies. Primary responsibilities include assisting with end user support and infrastructure development and maintenance. Conducts assigned IT activities with other departments. Provide staff with assistance, training, and support to IT.

**Reports To:** IT Manager

**Funded By:** General Agency

**Classification:** 1.0 FTE, Exempt

#### Responsibilities:

1. Provide End User support to all users on common software applications used by the agency, including MS Office Suite of programs and applications, and Adobe Acrobat
2. Provide basic AD functions such as setting up and closing user network accounts.
3. Design and implement new IT systems in Microsoft's Azure cloud platform.
4. Assist in the planning, development and implementation of effective IT systems, including software and hardware needs
5. Assume responsibility for the staff training and assistance regarding information technology including computers, telecommunications systems, and other communication equipment and software systems
6. Assist the IT Manager in the overall daily operations and functions of the IT department
7. Assume responsibility for establishing and maintaining effective communication and coordination
8. Comply with Agency Personnel and Finance policies, Ethical Standards and Confidentiality requirements
9. Assume responsibility for tracking and yearly audit of agency technology assets.
10. Perform other duties as assigned

#### Performance Measurements:

The IT Systems Support Specialist will:

1. Provide End User support to all users on common software applications used by the agency, including MS Office Suite of programs and applications, and Adobe Acrobat
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**Qualifications:**

- High School diploma required
- Professional level IT industry certifications for example MCITP
- Thorough knowledge of MS Office Suite and database management
- Experience supporting and troubleshooting MS Office Suite
- Experience providing individual and group training on IT related issues
- Physically Active Work. Exerts up to 15 Lbs. of force and/or lifting occasionally

### Intent and Functions of Position Description

Job descriptions assist Wesley House Family Services in ensuring that the hiring process is fairly administrated and that qualified employees are selected. They are also essential to an effective performance appraisal system and related promotion, transfer, layoff, and termination processes.

All job descriptions have been reviewed to ensure that only essential functions have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined are the minimal standards to successfully perform the required functions. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all-inclusive. Supervisors may assign additional functions and requirements as deemed appropriate.

In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled persons. However, no accommodations will be made which may pose serious health or safety risks to the employee, other employees, persons served or which impose undue hardships on Wesley House Family Services.

Job descriptions are not intended as and do not create employment contracts. Wesley House Family Services maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law and at any time.

I have received and reviewed this Position Description on \_\_\_\_\_, \_\_\_\_\_, 20\_\_\_\_\_.  
(Month) (Day) (Year)

\_\_\_\_\_  
IT Systems Support Specialist (Signature)

\_\_\_\_\_  
IT Manager (Signature)

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IT Systems Support Specialist (Print)

\_\_\_\_\_  
IT Manager (Print)