

Greater Fox Cities Area Habitat for Humanity

Position Description

Title: **IT Support Specialist**
Reports to: Chief Operating Officer
Direct Reports: none
FLSA Status: Non-Exempt Classification: Full-time

Purpose

To maintain 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

- Decision-Making:
 - Makes decisions regarding IT systems and networks under close supervision.
- Technical:
 - 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
 - Monitor and maintain PCI compliance and IT security requirements
 - Perform troubleshooting, repairs and data restoration
 - Perform 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.
- Fund development:
 - Contribute to new fund development as assigned by supervisor, primarily in areas related to Information Technology.
- Internal Representation:
 - Develop strong, positive and lasting relationships with staff and volunteers throughout the organization.
- External Representation:
 - Develop and maintain relationships with vendors and service providers

Required Knowledge, Skills and Experience:

- Excellent written and verbal communication skills.
- Superior time management and organizational skills, with exceptional attention to detail.
- Ability to work in a dynamic team, as well as an ability to carry out tasks independently.
- Ability to establish effective internal and external working relationships.
- Ability to identify and establish priorities, work independently, and exercise sound judgment related to providing support and assistance.

- Ability to identify problems in a timely manner, make recommendations toward solving problems, and work well in group problem solving situations.
- Outstanding interpersonal communication skills which must be effective and courteous, requiring high integrity when dealing with a broad array of backgrounds.
- Commitment to mission and values-driven work environment.
- 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.

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.