



UNITED WAY OF CENTRAL OHIO

JOB POSTING

JOB TITLE:	IT Specialist
DEPARTMENT:	Operations
REPORTS TO:	AVP, Information Management
GENERAL DESCRIPTION:	<p>Purpose: The purpose of this position is to work collaboratively across all departments to support the Information Management team in maintaining hardware and applications. The IT Technician also supports the AVP, Information Management on special projects related to mobilizing our technology assets to drive the organization’s mission.</p>
JOB RESPONSIBILITIES:	<p>Hardware:</p> <ul style="list-style-type: none"> • Manages inventory, creates status reports, and makes recommendations. Acts as the first line of contact to vendors. Orders new machines and performs diagnostics on machines that need repair. Updates security procedures for taking machines out of production and implements as needed. • Provides desk side support to all UWCO staff; assists with system access from staff mobile devices. • Creates policies and procedures to ensure optimal working conditions of all hardware. • Manages performances of all printers / copiers and is the first line of contact to vendors. • Operates and maintains ShoreTel VOIP phone system (maintenance on hardware, maintenance on network, sets up and changes lines for staff, provides training to staff as needed). • Takes the lead on local server management and firewall firmware updates. • Sets up new machines on the local domain and installs software. <p>Applications & Databases:</p> <ul style="list-style-type: none"> • Applies systems analysis techniques and procedures, including data quality checks, workflows, and performance. • Designs, develops, documents, creates, tests or modifies workflows in informational and transactional applications. • Maintains an active role in managing requests for fixes, new builds, and campaign roll over needs in CRM. Troubleshoots problems in CRM and submits tickets to vendor. Creates and supports documentation on integration, workflows, and reports. • Manages performance of emailing in CRM. Performs clean up on hard bounces and is first line of contact to vendor. • Assures data integrity – e.g., assures data is as up-to-date, accurate, and complete as possible – as well as backed-up and secure. • Supports the maintenance and quality of all systems. <p>Other:</p> <ul style="list-style-type: none"> • Assists AVP, Information Management in creating the annual technology plan and budget requests. • Assists the AVP, Information Management in annual technology audit. • Provides recommendations on the organization’s security plan.

<p>JOB QUALIFICATIONS:</p>	<ul style="list-style-type: none"> • Excellent listening, collaboration, problem-solving and critical thinking skills. • Excellent customer service skills. • Proven ability to collect information on user issues, replicate issues, identify root causes, test solutions, and document results. • Demonstrated ability to effectively set up, maintain, and repair hardware (towers, laptops, accessories, and printers). • Superior knowledge of Microsoft 365 applications. • Knowledge and interest in security for all technology (hardware, networks, databases and applications). • Demonstrated ability to effectively interact and work in partnership with diverse groups of staff, and vendors. • Demonstrated knowledge of and support for United Way's Mission and Vision Statements, Confidentiality Standards and Policies & Procedures. • Self-motivated and independent, with strong sense of focus, follow-through and organization. • Ability to creatively troubleshoot, thrive under pressure, and accept constructive criticism. • Enthusiastic team player with positive can-do attitude, flexibility to re-prioritize, multi-task, and switch tasks fluidly, including ability to hit the ground running.
<p>EDUCATION AND EXPERIENCE:</p>	<ul style="list-style-type: none"> • Bachelor's Degree in management information systems or computer sciences. Associates degree or certifications with hands-on training and experience will also be considered. • Demonstrated effective training in hardware maintenance, networking, user support, database, and application maintenance. • Expertise in database management systems and application support. • Thorough appreciation and acceptance of, and commitment to, diversity.
<p>LISTING DETAILS:</p>	<ul style="list-style-type: none"> • Posting Date: 8/25/2017 • Application Deadline: 9/8/2017 <p>Please Note: Applicants will see a message after successfully completing the online application process. If a message does not appear, then the application was not successfully completed. Please re-submit your application or call 614.227.2700 if you have submission issues.</p>
<p>OTHER:</p>	<p>United Way is an Affirmative Action/Equal Opportunity Employer.</p>