

"Committed to Safe and Affordable Housing"

Job Title: IT Support Specialist
Classification: Non-Exempt
Category: Information Technology
Salary Range: \$24.00 - \$35.00 Hourly

Definition

Maintains, installs, repairs and manages computer hardware, software and networks. Responsible for ensuring the smooth and efficient operation of YHA and providing the first point of contact for all staff and end users to resolve technical issues.

Typical Work

- Determines scope of work and either resolves issues or processes tickets to system administrators for resolution.
- Responds to and diagnoses issues through discussion with YHA Staff.
- Reviews assigned tickets and will assist as needed to ensure service has been completed.
- Communicate with YHA Staff regarding outages, system issues and related information.
- Performs technical tasks such as changing and resetting passwords, creating network accounts and mailboxes, assisting with network account and profile questions.
- Processes computer account requests and performs regular account maintenance tasks.
- Troubleshoots issues, maintains user accounts, maintains agency-wide phone directory, and recovers data from backup systems.
- Assist IT professionals in acquiring, installing, repairing and dispositioning computer equipment, peripherals, software.
- Performs general maintenance on all office equipment; arranges for outside technicians if repairs cannot be carried out in-house.
- Monitors status of file server, hard drives, network cards, application software, memory upgrades, and security systems; informs IT professionals when maintenance is required.
- Assist IT professionals with setting up new workstations.
- Manage the purchase of all computer equipment with system administrators.
- Adds users and permissions to YHA programs as needed.
- Responsible for the security and safety of IT systems, Website, security system, computer room and equipment.
- Performs regular maintenance of the telephone system, such as updating new users, coordinating with outside technicians for repairs as necessary. Training new users in voicemail along with AI phone system.
- Maintains computer and small electronics inventory.

Protect the privacy of all client related information; keep a strict confidentiality of YHA business both while at work and during off duty hours.

Perform other duties as required.



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Knowledge and Abilities

Excellent written and verbal communication skills; ability to meet and deal with staff and vendors in a pleasant and courteous manner; strong mathematical, writing, and spelling skills; well organized and detail oriented; ability to prioritize multiple tasks; exceptionally high integrity; ability to stay current with technical innovation and trends in IT support with a deeper understanding and proficiency in computer applications and software beyond basic operations, knowledge of troubleshooting internet connectivity, phone systems, network systems, and other technological office equipment. Familiarity with housing, rental or property management software preferred.

Legal Requirements

Additional licenses or certifications may be required. It is the employer's responsibility to ensure the appropriate licenses/certifications are obtained for this position.

Desirable Qualifications

High School or GED and twelve months of experience resolving IT issues or equivalent education and/or experience; AND the ability to perform the work.

Employee Signature

Date