

## HOPE SERVICES

### **Job Description**

6/08

**Position:** Information Technology Support

**Classification:** Non-Exempt

**Salary Grade: 9**

**Status:** Non-Bargaining

### **Purpose:**

Prepare for network operation computer hardware and peripheral components such as monitors, keyboards, printers and disk drives. Loads and verifies correct user profiles and authorized software packages. Additionally, provides training and technical support to users.

In partnership with Network Engineer, monitors network for performance and access problems, provide trouble-shooting and repair services as necessary. Assures all software and hardware products are network compatible.

Researches and recommends desktop equipment and software replacements. Procures best pricing for such products and prepares purchase orders for CFO approval.

### **Principal Duties and Responsibilities:**

An employee in this classification may be responsible for carrying out any or all of the following functions:

1. Assist network engineer in upgrading all servers, desktop and laptop computers to the latest versions of software.
2. Promptly replace or repair any malfunctioning desktop or laptop hardware, and upgrade such hardware if deemed necessary.
3. Respond promptly to all users on problems or questions related to their hardware and software, and their accessibility to the network.
4. Visit remote sites regularly to check-in with site staff as to any ongoing or new IT issues on a face-to-face basis.
5. Identifies and procures, on approval of CFO, individual contractors to assist with specific tasks or projects with respect to the first four foregoing duties and responsibilities.
6. Researches and recommends hardware, software or process to improve use of existing network technology.
7. Maintain inventory of all computer hardware, software and related items.
8. Maintain a working lab with adequate inventory of spare parts and devices for replacement or repair.
9. Keep current on industry trends by reading appropriate publications and attending occasional seminars, conferences and shows.
10. Maintain a current list of vendors, and be knowledgeable as to their product offerings and prices, and prepare purchase orders for CFO approval.

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11. Maintain regular daily contact with all members of the IT department.
12. Perform other duties as assigned.

**Minimum Qualifications:**

1. AA degree in Computer Science.
2. Two years of related experience in LAN/WAN environments.
3. Certification in Microsoft or Cisco programs a plus.
4. Or an approved equivalent combination of experience and education
5. Valid CA Driver's License, use of a working automobile, auto insurance, a clear driving record for the past three years and approval by HOPE's insurance carrier.

**Reports To:** Controller/CFO

**Supervisory Responsibility:** No, with respect to regular staff, but is expected to supervise occasional contractors assisting in defined tasks or projects.

**Required knowledge, Skills and Abilities:**

1. Excellent or good knowledge of current desktop, laptop and other peripheral equipment, MS Windows, LAN/WAN environment protocols, help desk protocols, and use of diagnostic software.
2. Adequate ability to apply current diagnostic tools and techniques to identify and resolve hard ward or software problems.
3. Adequate ability to communicate with and instruct users in the use of their desktop and laptop equipment in our network environment.
4. Ability to work with a minimal supervision.

**Environmental Conditions:**

1. Frequent travel within Santa Clara, Monterey, and Santa Cruz counties. Exposure to inclement weather, pollen and dust.
2. Lifting and carrying heavy computer and printer equipment, weighing up to 40lbs. Transferring large boxes from vehicles to buildings and work-stations.
3. Working in tight quarters during installations or trouble shooting and repair of equipment, may require frequent crawling, climbing, twisting and bending

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4. Periods of intense concentration diagnosing computer problems and repairing intricate machinery.
5. Frequent interruption and handling of multiple tasks.
6. Frequent phone use and interaction with internal customers as well as vendors.