

YWCA of Lubbock
Job Description
IT Support Technician

Department: Logistics

Job Code:

Salary Grade:

FT/PT/Vol/Temp:

FLSA Status:

FT/PT

Non- Exempt

Reports To: Director of Operations

Job Summary:

The IT support technician provides remote technical assistance to end-users to troubleshoot and resolve computer hardware, software, network, and server-related issues. These responsibilities will require you to maintain customer satisfaction, respond and resolve technical issues timely, and assist leaders in proactively identifying future system challenges.

Essential Job Responsibilities

- Work closely with network design vendor to assure security and update of all technology systems.
- Maintain and coordinate all internet, computer and telephone system services.
- Install selected software and hardware products.
- Perform routine maintenance of all computers and telephones
- Track and maintain the inventory of employee issued hardware.
- Repair hardware as necessary and work closely with service vendors and users to ensure uninterrupted service.
- Act as the primary liaison between the company and all internet and telephone service providers.
- Help create and manage all server user accounts and Office 365 user accounts.
- Provide desktop and network support by providing technical assistance and advice to users as needed.
- Train personnel on how to use Office 365 and new programs.
- Recommend changes in software and hardware to improve systems for end users.
- Assist in website development and support.
- Assist in special projects as assigned.
- Be "on-call" for periods as assigned by manager.
- Other duties as assigned.

Job Qualifications

- Basic understanding of services provided to the YWCA of Lubbock such as fiber optics, internet phone system.
- Basic technology hardware and software competency.
- Basic analytical skills, including process description, logic, problem diagnostics, and problem-solving.
- Training in fundamental hardware and software support through education or experience.
- Present self professionally in appearance and mannerism at all times.

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Job Qualifications (continued)

- Pass a criminal history background check and FBI fingerprint check.
- Very strong communication skills, both written and verbal.
- Ability to relate well with a variety of populations.
- Flexibility to work irregular hours from time to time, including evenings or weekends.
- Be able to travel to different locations in Lubbock throughout the day to service internet and telephones.
- Learn and support the YWCA mission, vision, and policies to meet the goals of the organization without compromise.

Experience

- Education: Bachelor's Degree or related experience (preferred)
- Troubleshooting: 2 years (Preferred)
- Windows: 2 years (Preferred)
- Basic Networking: 1 year (Preferred)
- Computer hardware: 1 year (Preferred)

Physical Requirements

The physical demands described here are representative, though not comprehensive, of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly sit, stand, bend, crouch, stoop, walk, climb stairs, use hands and fingers, reach with hands and arms, feel, talk, hear, and see.
- Must be able to regularly lift and move items over 25 pounds.
- Work on a computer up to eight hours a day.
- Occasionally work at outdoor and indoor events for extended periods of time.

Work Environment

The work environment characteristics described here are representative, though not comprehensive, of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

- Noise level varies between quiet and loud.
- Pace varies between deliberate and fast.
- Outdoor climate varies between cold and hot, including conditions such as wind, dust, and precipitation.