



POSITION: Information Technology Support Specialist

REPORTS TO: This position reports directly to the Chief Operating Officer

PURPOSE: The IT Support Specialist position has the responsibility for supporting the Information Technology needs of the organization. This role provides technical support to internal staff, manages user accounts across multiple systems, and assists with troubleshooting hardware, software, and network issues. This position works with the third-party IT vendor to troubleshoot and manage the day-to-day IT needs.

EMPLOYMENT CATEGORY: This position is part-time 20-30 hours per week

FUNCTIONAL RESPONSIBILITIES:

- Work as the front-line IT staff and liaise with our IT contractor to manage day-to-day issues.
- Provide technical support to staff across departments of the campus
- Manage and maintain user accounts across various systems, including PHYLY Track, Secure Guard, O365, and other internal tools.
- Install, configure, and troubleshoot hardware (desktops, laptops, printers, etc.) and software applications.
- Assist with onboarding and offboarding staff by setting up and deactivating user accounts, ensuring proper access control and system permissions.
- Ensure updates and equipment maintenance
- Work with outside vendors like Xerox, Medtel, Etc. for IT related issues
- Maintain IT inventory and tracking for all equipment
- Manage IT requests through an internal tracking system and work with third-party vendor to manage IT tickets
- Provide excellent customer service by responding to inquiries in a timely and professional manner.
- Assist in maintaining IT equipment inventory and preparing hardware for new users.
- Perform basic network troubleshooting and assist with resolving connectivity issues.
- Support Operations Team for special IT projects
- Manage employee access with approval

