



Position Description

Position Title:	IT Specialist	Department:	Information Technology
Reports to:	Manager of IT	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	October 2019

Summary

The primary purpose of this position is to, install, configure, maintain, and operate the hardware and software for Columbia Housing's computer network system. This incumbent is responsible for developing and implementing strategies for network management, configuration, and monitoring.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Develops and implements strategies for network management, configuration, backup, and archiving of system components, servers, workstations, scanning devices, printers, network equipment and MS Office software.
- Performs system administration duties on all system components, addressing issues such as address and domain assignment, routing and bridging strategies, firewall and/or security monitoring systems, access regulation, and specifying and maintaining records of network configuration.
- Works with the Manager of IT on the design, configuration, and implementation of file servers, network operating systems, networked applications and other network-related software components.
- Develops and maintains data backup and archive systems, ensuring backup and archive are in accordance with plan and that a high confidence level for data retrieval is maintained.
- Develops system component automation tools and applications, ensuring that system component standards are followed.
- Develops and implements plans to coordinate acquisition and installation of system components with IT staff and user departments as required.
- Installs, configures, and tests new system components in accordance with CH's IT management plan.
- Provides necessary technical assistance for computer hardware and software operations.
- Troubleshoots and resolves system component problems in a timely manner.
- Investigates and resolves computer software and hardware problems of users.
- Documents problems in an organized and timely manner to provide to the Manager of IT as required.
- Attends staff meetings to report on and resolve recurrent data problems.
- Maintains professional and technical knowledge by attending educational workshops and/or seminars, reviewing professional publications, establishing personal networks, and participating in professional organizations as applicable.
- Assists with the administration of the Intranet, updating content and data as needed.
- Assists computer users with information technologies questions and problems, fielding telephone calls and e-mail messages from users seeking guidance on technical problems to ensure



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satisfaction in every step of problem resolution and to minimize downtime of applications and personnel.

- Interfaces directly with end users to gather information regarding procedures followed and possible sources of error to diagnose needs.
- Troubleshoots based on problem descriptions by asking user with problem to participate in diagnostic procedures, using diagnostic software, and/or by listening to and following instructions addressing the problem.
- Performs individual and group end-user training to enhance overall knowledge of operational aspects of systems/hardware/software in accordance with user needs.
- Contacts software, hardware, and service vendors to request service regarding inoperative products or services.
- Coordinates with IT users on assigned projects and monitors performance against project deliverables, reporting the status to the Manager of IT. Interfaces with users as needed for process clarification, implementation, and support on assigned projects.
- Regulates system and data access to computer systems and communications systems in accordance with established IT departmental and CH security policies. Ensures that security procedures are being met through regular review and maintenance of security information.
- Performs system administration tasks on all computer systems and communications systems including the addition and removal of users, accessible peripheral devices, and e-mail accounts. Includes routine file, disk, and process management and software upgrades. Prepares and maintains procedural documentation, performance reports, and activity logs.
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.



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Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Strong understanding in network design, implementation, network security and virtual private networks. User must be proficient with Microsoft server environment, using active directory and exchange, and be able to obtain a good understanding of group policy.
- Advanced knowledge of PC hardware and software troubleshooting skills.
- Advanced skills and knowledge in approaches and systems and be able to use independent judgment and possess decision-making ability.
- Ability to make recommendations regarding policy development and implementation.
- Ability to establish and maintain effective, professional and tactful working relationships with co-workers and persons outside the Agency.
- Ability to evaluate customer satisfaction, develop cooperative associations and utilize resources for continuous improvement.
- Ability to write reports, prepare business letters, expositions, and summaries with property format, punctuation, spelling and grammar, using all parts of speech.
- Ability to analyze data and information and prepare complex reports, graphs, charts, and spreadsheets and to summarize findings.

Education and/or Experience

Bachelor's Degree in Computer Science, Business Administration, or related field and a minimum of three (3) years of experience in systems administration and network management. An equivalent combination of education and experience may be considered.

Microsoft Certified Systems Engineer (MCSE) and Microsoft Certified Professional (MCP) preferred.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative 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.



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To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the availability to work outside of the established CH working hours.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]