



JOB DESCRIPTION

JOB TITLE:	IT Support Specialist
DEPARTMENT:	Information Technology
REPORTS TO:	Technology Operations Manager
EFFECTIVE DATE:	
CLASSIFICATION:	Exempt

POSITION SUMMARY: The IT Support Specialist is primarily responsible for providing technical support for executive staff and community engagement initiatives at the H. E. Butt Foundation.

PROGRAM MISSION: The mission of the Information Technology Department is to provide secure, reliable, technology solutions and to deliver excellent customer service as driven by the Foundation’s Core values of Hospitality and Quality.

ORGANIZATIONAL VALUES: Rooted in our Christian faith, daily work reflects the values of Hospitality, Stewardship, Unity, and Excellence.

ESSENTIAL FUNCTIONS:

- Provide white glove end-user support for executive and community engagement staff
- Provide remote support to users and equipment at all Foundation locations
- Diagnose and resolve issues with Windows and Mac PCs, printers, conference room A/V equipment, iOS and Android mobile devices
- Resolve IT Help Desk tickets as assigned in accordance with internal service delivery guidelines
- Perform technology equipment moves as directed
- Administer unified communications devices and software for phone, videoconferencing, SMS, fax, instant messaging
- Assist with administering security patches for Windows clients
- Maintain proactive and follow up communication with users regarding the status of their requests
- Provide guidance to users on gaining mastery of supported technology equipment and applications
- Provide and seek assistance in collaboration with other IT staff when appropriate
- Maintain a current understanding of approved technology applications, products, or services to better support the IT staff and Foundation
- Assist Technology Operations Manager in technology related purchases and associated budgeting
- Participates in the administration and troubleshooting of the Windows domain services to include:
 - Maintaining user accounts, computer accounts, group policy objects, and organizational unit structure
 - Troubleshooting and maintaining file and print services, DNS, and DHCP
- Participates in special projects as assigned
- Develop and proactively nurture good working relationships with Foundation staff, the IT community, and vendors
- Effectively, professionally, and respectfully represent the Foundation and IT Team

QUALIFICATIONS:

- Undergraduate degree in a technology related field with at least 3 years of experience
- Experience in Microsoft Office 365, TCP/IP networks, Active Directory, DHCP, DNS, as well as recent and current Microsoft and Apple operating systems
- Experience supporting senior level management staff
- Technical Certifications in Microsoft, ITIL and CompTIA a plus

COMPETENCIES-Knowledge, Skills, and Abilities:

- Ability to build, configure, and deploy Windows OS clients in an Active Directory environment
- Ability to work with minimal supervision
- Ability to perform level 2 & 3 troubleshooting
- Excellent customer service rapport
- Strong interpersonal skills
- Ability to maintain confidentiality
- Capacity to identify and recommend technology solutions as appropriate
- Strong communication skills
- Effective time management skills
- Working knowledge of technical troubleshooting approaches, tools and techniques, and the ability to anticipate, recognize and resolve technical problems (hardware, software, application, or operational)

PHYSICAL REQUIREMENTS:

- Regularly required to lift more than 25 pounds.
- Capable of working 8+ hour shifts
- Capable of working evenings and weekends occasionally
- Capable of traveling to work in various buildings at all Foundations

WORK ENVIRONMENT:

- This job operates in a professional office environment most of the time. This role routinely uses standard office equipment such as computers, phones, multi-function printers, and filing cabinets.
- This job may also work in a camp or retreat setting. This requires the ability to work outside on uneven terrain and in varying weather and environmental conditions.
- Ability to occasionally work a varying schedule based on technology needs, including some weekends.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE