

Southern Tier Independence Center, Inc.
JOB DESCRIPTION

Position: Information Technology Specialist

Hours: Full-time (40 hours per week) plus Excellent Benefits

Updated: July, 2018

QUALIFICATIONS

1. Two years of college with emphasis on information technology or related field, or equivalent experience.
2. Excellent computer skills and knowledge of Microsoft Office applications.
3. Knowledge of and experience with installing and configuring Windows 7 and 10 operating systems, software, drivers, and hardware devices.
4. Experience with maintaining/updating computers, minor computer and printer repairs, etc.
5. Knowledge of and experience with configuring and operating Android cell phones.
6. Experience with Windows Azure Active Directory configuration and InTune mobile device management, preferred.
7. Experience with maintaining Windows virtual machines on the VMWare platform, preferred.
8. Some knowledge of and experience with Linux operating systems, preferred.
9. Some knowledge of and experience with MacOS devices, especially iPads, preferred.
10. Ability to multi-task, plan and prioritize work tasks, and work effectively in both a team and individual setting.
11. Excellent organizational skills required.
12. Excellent interpersonal and communication skills, and ability to effectively interact and work with individuals from diverse backgrounds.
13. Strong commitment to integrating people with disabilities into all aspects of the community.

RESPONSIBILITIES

1. Install Windows operating systems (including Windows 7 and 10), peripheral devices, drivers, software, etc.
2. Provide “help desk” service, responding to requests for assistance with minor computer repairs, internet access, software issues, cell phone malfunctions, etc. in a timely manner.
3. Provide training/assistance to staff on software packages (such as Excel, Word, Office 365, Outlook, etc.) as required.
4. Conduct periodic computer maintenance, including installing OS and software updates, running various scans, and other tasks, in a timely manner.
5. Wipe data and proprietary software from computers in preparation for repurposing.
6. Occasionally conduct backup procedures on STIC’s servers.
7. Actively support STIC’s mission, philosophy, and values and our pursuit of community integration for all people with disabilities.
8. Occasionally work a flexible schedule that may include early mornings, evenings and weekends.
9. Attend all mandatory agency meetings, trainings, in-house sign language class and advocacy groups.
10. Collect data, maintain required records and prepare and submit reports as directed.
11. Other related IT tasks as needed and time permits.

Southern Tier Independence Center, Inc. is an equal opportunity employer. It is our policy to hire the best-qualified applicant for the position, without regard to race, creed, color, national origin, age, disability, marital status, gender, religion, veteran status, sexual orientation, genetic disposition or carrier status.