

Job Title: IT Support Technician

Reports To: Chief Administrative Officer

Type: Part Time

Schedule: TBD

FLSA Status: Non-Exempt

Summary:

The IT Support Technician will provide on-site first level technical support to users, maintain and update IT systems and software, provide troubleshooting to end users within the organization, and work closely with our outside IT support company for escalation of issues and high level system projects.

Essential Duties and Responsibilities Include:

- Troubleshoot in multiple areas including resetting passwords, adding printers, email, creating electronic calendars, resetting printers and copiers, troubleshooting web browser issues, printer problems, and routine error messages on equipment
- Provides initial assessment of urgency and business impact on all troubleshooting requests and handle appropriately
- Request higher level support from our outside IT company for complex issues as necessary
- Assist end users by answering basic operational questions or directing them to appropriate resources for standard business applications such as Microsoft Office
- Process termination of logins or password requests, email notification of terminated users to supervisors, disables access for outgoing users and enables access for new employees
- Assist in planning training, development and education for new software and hardware
- Maintain all technology-related equipment in server and stand-alone environments
- Maintain and monitor the performance of local area networks including network servers, routers, desktops, laptops, printers, and other peripheral devices
- Support with basic patch panel and network cabling needs
- Maintain networking hardware including routers, switches, and WAP's
- Install and maintain Nextiva telephone equipment and software
- Provide set-up and configuration for new PCs
- Support retail technology systems – POS, Digital Signage, and Video Surveillance Systems

- Assist in developing standard operating procedures governing the network computer systems and other peripheral devices
- Identify computer or network equipment shortages and place order requests when necessary
- Participate in small to medium sized IT projects as required

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
- Basic application support experience with Microsoft products, business applications, and cloud applications such as Office 365
- Basic desktop and server operating systems experience, including Microsoft Windows 7/8/10/11, Server /2016/2019, Exchange Server, SQL Server
- Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework
- Goal oriented, committed to excellence and results
- Strong interpersonal communication skills required, as well as a high level skill in written and verbal communication
- Must have a great sense of humor and enjoy working in a relaxed office environment
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment
- Must be comfortable interacting with dogs and cats
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends as needed
- EOE

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals

Physical Demands:

- Must be able to lift & move up to 25 lbs