DAKIN HUMANE SOCIETY POSITION DESCRIPTION

TITLE: IT SUPPORT SPECIALIST

HOURS: Part-time, non-exempt, hourly position.

REPORTS TO: Director of Finance & Administration

FUNCTION: The IT Support Specialist is responsible for supporting, evaluating, maintaining and troubleshooting the organization’s hardware and software and providing support to users while anticipating upcoming needs. Additionally, this position supports the information technology needs of Dakin by providing training services to all employees as well as developing and implementing effective documentation procedures. In cooperation with other team members, this position will provide the administration of the VOIP telephone system, Google Suite, and Microsoft Office applications.

DAKIN’S GUIDING PRINCIPLES

Our Mission: Dakin Humane Society delivers effective, innovative services that improve the lives of animals in need and the people who care about them.

Our Foundational Belief: We believe people are good and will make good decisions for animals when they are treated with kindness and understanding, and when they have enough information and resources.

Our Core Values: Integrity, Compassion, Innovation

RESPONSIBILITIES:

- Assists with research related to the technology needs of the organization. Coordinate special projects in cooperation with the users.
- Working in conjunction with Dakin Humane Society’s IT Consultant, performs network troubleshooting to isolate and diagnose common network problems.
- Provide quality and timely troubleshooting and maintenance of hardware, software, and other equipment; provide desktop and other support to users; conduct updates to organizational systems as needed.
- Acts as primary administrator of the organization’s telephone system. Maintains and troubleshoots the system as needed.
- Help implement and develop information technology support request tracking systems; develop other systems for improved efficiencies as requested.
- Administration of the Google Suite platform. Make recommendations to ensure that Google Suite is used effectively across the organization.
• Create training programs on features and operations of Google Suite and other software applications. Create and conduct IT onboarding for new staff, to include training on all IT systems and software to include Google Suite and VOIP systems. Research external training opportunities for staff as needed
• Provides ongoing training and support on all of the Organization’s software applications to staff.
• Oversees computer, peripheral, and software inventory. Install and set up new computers when needed.
• Implement and develop documentation systems and procedures related to the department’s activities and tracking requirements; ensure that documentation falls within departmental performance standards.
• Ensures all operating and utility software are up to date. Works in conjunction with IT Consultant on matters related to cyber security, PCI compliance and other areas that relate to data security.

Other Responsibilities:
• Works with staff and management to create an organizational culture that incorporates, supports, and promotes Dakin’s Guiding Principles.
• Complies with the Dakin Employee Handbook.
• Meets with the Director of Finance & Administration, IT Consultant and team members across all departments to determine technology strategies.
• Attends appropriate staff meetings.
• Serves on appropriate committees, task forces, and networks.
• Represents Dakin in a professional and courteous manner at all times.
• Provides quality service to vendors, customers, volunteers, donors and staff recognizing their individual contribution to the success of our organization.
• Serves as liaison with vendors or carriers to resolve technology related issues.
• At times will be exposed to sensitive materials and information that must not be shared with others. Must understand and respect confidentiality.
• Performs other duties as assigned by the Director of Finance & Administration or the Executive Director.

POSITION REQUIREMENTS:

Education:
Bachelor’s Degree or equivalent combination of education and experience.

Experience:
• Minimum of 3 years of information technology experience.
• Experience with hardware and software troubleshooting; solid understanding of features available within Microsoft Office and Google Suite applications.
• Experience with troubleshooting printers and other peripheral devices.

Skills and Traits:
• Outstanding interpersonal and written communication skills; effective presentation skills.
• Ability to cooperate with and provide excellent service across the organization.
• Excellent project management and organizational skills; detail-oriented.
• Experience in administration of Google Suite cloud-based computing and/or other cloud-based platforms is preferred.
• Network administration and VOIP software experience is a plus.
• Ability to process complex verbal and written instructions and translate them into a series of logical problem-solving steps.
• Must be team-oriented and quality improvement minded.

**Mental, Physical and Communication Demands:**

- Must be available to work when and where needed by Dakin. Must be willing to work irregular hours, weekends, and holidays.
- Requires working alone or with minimal supervision. Must be self-motivated.
- The employee must occasionally lift and transport moderately heavy objects, such as computers and peripherals in excess of 50lbs. This job requires a great deal of standing, walking, sitting, kneeling, crouching, and general mobility.
- Requires patience, tact, and demonstrable compassion when working with people who are expressing a wide range of strong emotions, including anger, grief, frustration, and joy.
- Must have affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
- While working with sheltered animals there is a risk of exposure to parasites and infectious diseases.
- Allergic conditions, which would be aggravated when handling or working with or near animals or cleaning supplies, may be a disqualification.