



JOB OPENING

Job Title: IT SUPPORT SPECIALIST (PART-TIME)
Department: MIS
Reports To: Director of Information Technology (Bridgeport, CT)
Classification: Non-Exempt
Location: New Bedford Career Center

SUMMARY

The Information Technology Specialist will provide technical support to users. Answer questions or resolve computer problems for customers. The Information Technology Specialist may provide assistance concerning hardware or software, including printing, installation, word processing, electronic mail and operating systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Serve as the first point of contact for customers seeking assistance.
2. Oversee the daily performance of computer systems.
3. Answer user inquiries regarding computer software or hardware to resolve problems.
4. Enter commands and observe system functioning to verify correct operations and detect errors.
5. Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
6. Perform remote troubleshooting through diagnostic techniques and pertinent questions.
7. Ensure proper recording, documentation and closure.
8. Provide accurate information of IT procedures, products and services.
9. Identify and suggest possible improvements on procedures.

SUPERVISORY RESPONSIBILITIES

Responsible for own work and not required or direct or supervise other personnel but may occasionally instruct or show another employee how to perform tasks related to computer hard/software and/or database management.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to use computers and computer systems, including hardware and software to program, write software, set up functions, enter data, or process information
- Ability to analyze and evaluate information and apply new knowledge
- Ability to communicate clearly with supervisors, peers and subordinates

EDUCATION and/or EXPERIENCE

Associates degree and/or vocational training and/or two years of related on-the-job experience.

COMPUTER SKILLS

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word, Excel, PowerPoint, Access as well as data management systems. The ability to define and solve technical problems.

OTHER SKILLS AND ABILITIES

N/A

CERTIFICATES, LICENSES, REGISTRATIONS

N/A

To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, Program Assistant, National Initiatives

lkelman@workplace.org