



## **Job Description: IT Support Specialist**

**Job Title:** IT Support Specialist

**Department:** Technology

### **Job Description:**

#### A. Job Summary:

The IT Support Specialist provides excellent troubleshooting, support and maintenance of Envoy Financial's operational and backup systems. This person will join a hard-working, ministry-minded team that is focused on effectively serving our non-profit client base.

#### B. Essential Functions

- Maintain a variety of IT systems and equipment
- Verify phone, voice mail and fax systems are operating correctly daily
- Check servers and backup systems daily
- Check SQL server jobs daily
- Run Relius Goldmine Sync Utility and verify completeness daily
- Check Tech Need Requests daily and resolve issues

#### C. Organizational Relationships: (i.e. who does this person report to)

Reports to the President

#### D. Position Requirements:

- Degree in Computer Science, information systems or a related technical discipline
- Minimum of 5 years experience
- Microsoft Certified Professional (MCP) desired
- Proficient in both PC and Mac platforms
- Excellent oral and written communication
- Able to communicate clearly with internal staff
- Able to communicate clearly with vendors
- Excellent troubleshooter
- Able to perform routine equipment maintenance
- Able to prioritize and organize multiple tasks



#### E. Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

##### Analytical:

- Synthesizes complex information
- Accurately assesses technical issues and develops solutions

##### Technical Skills:

- Computer programming acumen
- Pursues continuing training and development to stay current with technology
- Proficient in Microsoft products, Relius, and relational database management systems

##### Problem Solving:

- Identifies and resolves problems in a timely manner
- Gathers and analyzes information skillfully

##### Interpersonal:

- Maintains confidentiality

##### Customer Service:

- Responds promptly to customer needs
- Responds to requests for service and assistance
- Meets commitments in a timely manner

**Position Type:** Part-Time: 7:00 a.m. – 9:00 a.m., M - Th

**FLSA Status:** Non-Exempt

**Pay Type:** Hourly

**Benefits:** Non-Eligible

**Pay Scale:** Commensurate upon experience within a specified range

*Disclosure: This job description is not meant to be an all-inclusive statement of every duty and responsibility that will ever be required of an employee in the job.*