IT Support Specialist II

We are seeking a service-oriented and self-motivated professional to join our IT Department. In this role, you will work on maintaining and monitoring the computer systems, phones, and networks for our nonprofit. You will be tasked with solving complex technical issues and will also collaborate with team members across all departments to assist them with their technical requirements.

Employee Benefits

Competitive Salary , Employer Subsidized Health Insurance for Employee **and Family**, Employer Matching 401 (k) plan (after 1 year), Employer Subsidized Dental Plan and Vision Plan, Paid life insurance, Employer Paid Training, 136 Hours Paid Time Off (PTO) Per Year

> ***Selected by the Tucson Metro Chamber of Commerce as the best non-profit for Workforce Development in 2019, and Outstanding Non-profit in 2014.***

Duties and Responsibilities:

1. Manage, maintain, support, and secure IT Department's inventory and complete purchasing functions.
2. Maintain, update, and install software on computers, cell phones, and other devices.
3. Troubleshoot phone issues and monitor compliance on the devices.
4. Complete site visits to audit, assess, and secure equipment.
5. Sign out equipment to new employees and replace equipment when needed.
6. Provide information technology training to staff and promptly respond to customer requests for support.
7. Install and maintain phones, access points, firewalls, switches, modems, software, computer systems, and other devices.
8. Manage and prioritize IT ticket queue and address high-priority tickets.
9. Run network cable and wire patch panels.
10. Support development and implementation of new computer projects and new hardware installations.
11. Recommend, schedule, and perform PC, hardware, and peripheral equipment improvements, upgrades, and repairs.
12. Complete troubleshooting of network equipment and go out to sites to diagnose issues and complete maintenance.
13. Analyze records and logs to spot underlying trends and potential issues.
14. Provide onsite support, such as walking colleagues through steps to help them resolve their technical problems.
15. Image computers.
16. Assist staff with password or login problems.
17. And other duties as assigned.

Qualifications: 2+ years of experience in a technical support role. Working knowledge and expertise with various software, hardware, and applications. Willingness to solve complicated problems and see projects through to completion. Knowledge of computers, networks, and remote troubleshooting techniques. Skill in analyzing computer hardware and software problems. Excellent problem-solving and analytical skills. Skill in time management and in dealing with multiple priorities. Ability to effectively communicate verbally and in writing. Experience with process improvement in IT. General knowledge of server architecture and hardware. Proficient with Microsoft Office Networking / Routers/Firewalls/Wireless Access Points, and Server 2012 R2, 2016, and 2019. Skills with MSOffice 365, Windows 10, Active Directory (AD), Azure AD, Microsoft Exchange, Exchange Online, SharePoint, and Windows file structure and permissions. Experience

Job Status
Full Time

Pay Comments
Salary based on experience.

We are willing to train those who are passionate about helping people and willing to go the extra mile to help the client.

Mail Resume/Application to:

Ms. Jeanie Pike
HR Director
Old Pueblo Community
Services
4501 E. 5th St.
Tucson, AZ 85711

Email Resume/Application to:
hr@helptucson.org

Employment References, drug screen and background check is conducted pre-employment.

with UniFi Network equipment preferred. Ability to lift 25 lbs. Bilingual, Bicultural and/or Veteran a plus. Ability and willingness to work flexible schedules. Personal vehicle for use on agency business, with proof of insurance. Certifications are preferred but not required

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