



## **Southern Arizona's Premier Social Service Agency**

Old Pueblo Community Services is an EOE/M/F/VET/DISABILITY Employer

### **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.

#### **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 Develop and deploy custom scripts in CMD and PowerShell to automate IT tasks and improve efficiency.
- 18 Configure and manage security camera systems. Audit camera systems when required.
- 19 Manage door access control using the Kantech system.
- 20 Other duties as assigned.

#### **Qualifications:**

- 1 2+ years of experience in technical support role.
- 2 Working knowledge and expertise with various software, hardware, and applications.
- 3 Willingness to solve complicated problems and see projects through to completion.
- 4 Knowledge of computers, networks, and remote troubleshooting techniques.
- 5 Skill in analyzing computer hardware and software problems.
- 6 Excellent problem-solving and analytical skills.
- 7 Skill in time management and in dealing with multiple priorities.

Job Status  
Full Time

Pay Rate  
\$22.42 - \$27.53 - \$32.63

Pay Comments  
Salary based on experience.

**In accordance with pay transparency, the salary reflected in this posting is the full salary range for this position. Individual placement within the range is based on the candidate's current experience, education, skills, and abilities related to the position. Salary placement is typically between the minimum and mid-point of the salary range.**

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

Old Pueblo Community  
Services  
2323 S. Park Ave.  
Tucson, AZ 85713



Employment References and background checks are conducted pre-employment.

- 8 Ability to effectively communicate verbally and in writing.
- 9 Experience with process improvement in IT.
- 10 General knowledge of server architecture and hardware.
- 11 Proficient with Microsoft Office, Networking/Routers/Firewalls/Wireless Access Points, and Server 2016, 2019, 2022.
- 12 Skills with MSOffice 365, Windows 11, Active Directory (AD), Microsoft Entra, Microsoft Exchange, Exchange Online, SharePoint, and Windows file structure and permissions.
- 13 Experience with UniFi Network, SonicWall and Engenius equipment preferred.
- 14 Ability to lift 25 lbs.
- 15 Bilingual, Bicultural and/or Veteran a plus.
- 16 Ability and willingness to work flexible schedules.
- 17 Personal vehicle for use on agency business, with proof of insurance.
- 18 Certifications are preferred but not required.