

To apply for the position, send resume and cover letter detailing how your experiences match with our qualifications to ewood@isles.org or fax to 609-393-9513.

Title: Specialist-IT/Telephony Support (Parttime)

Department: Technology & Program Support

Reports To: Vice President, Technology & Program Support

Summary: Responsible for user support for all IT hardware and software and telephony.

Responsibilities:

- Install and upgrade software, hardware, printers, telephone equipment and network equipment
- Maintain virus protection on all PCs
- Manage all telephony accounts with vendors
- Maintain PBX configuration
- Maintain telephone adds, deletes, changes, lists
- Serve as backup liaison with IT provider
- Serve as primary tech support contact with IT provider
- Maintain user data, IP address, and equipment list
- Prioritize requests with minimal direction
- Support office moves, changes, new hires
- Maintain records of all work performed
- Provide asset addition and disposal information to Accountant
- Maintain software inventory
- Maintain hardware inventory

Qualifications:

- Knowledge of MS operating systems, MS Office applications, networking, telephony
- IT certifications are desirable: A+, MSCE, Cisco
- A valid drivers' license and good driving record are required for errands to purchase equipment, visit other Isles locations, and to occasionally provide support at staff residences
- Must be trustworthy with highly confidential information, detail oriented, and reliable.

Physical Demands:

Lifting of PCs, monitors, and other equipment is frequent. The ability to crawl under desks, climb ladders, use hand tools, and manipulate small parts is required.