

Job Summary:

To manage day to day operations of the IT department and provide support to all users in the program. Receive Supervision from Data and Systems Analyst. Supervises the IT Support Technician.

Essential Functions:

- Track and allocate IT budget for projects and equipment. This will done in collaboration with the Data and Systems Analyst.
- Continually assess the condition of current equipment and order new supplies and equipment as necessary
- Maintain and document a detailed inventory, including any moved or discarded equipment
- Maintain list of purchased software licenses and track their use
- Maintain lists of cellular devices and their charges
- Create new user accounts/emails and keep Active Directory current
- Configure, Install, Maintain, and Repair Network equipment
- Delegate duties to the IT Support Technician
- Attend technology planning meetings and take part in district wide projects
- Compile information & interact with multiple agencies in the completion of E-Rate Funding
- Perform on site analysis, diagnosis, repair, and training of complex hardware and software problems for end users
- Use help desk ticket system to prioritize and track completed work
- Design, provide training, support, and instruction via phone, remote application, or on site
- Assess needs of users and create and host trainings
- Collaborate with Network/System Administrators to setup and maintain network connections both on site and via remote application
- Assist Data and Systems Analyst as needed
- Collaborate with program staff in the use of technology for the advancement of the program
- Perform other duties as assigned

Knowledge, Skills and/or Abilities:

- **Abilities to:**
 - Communicate clearly, concisely, and professionally, both verbally and in writing
 - Provide courteous service and support to internal and external customers.
 - Work independently, and collaboratively to define and set priorities.
 - Work with adult learners who may have limited technological experience
 - Prepare a variety of letters, emails, reports, and documents.
 - Use a variety of software to achieve program goals
 - Recognize and maintain confidentiality
 - Speak, read and write English necessary.
- **Knowledge of:**
 - Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, OneNote, Publisher, Visio, Access)
 - Microsoft Windows Operating Systems
 - iOS and OSX Operating Systems
 - Windows Server OS
 - Active Directory
 - Adobe Acrobat Pro

- Remote Assistance Applications
- Helpdesk Ticketing Software

Working Conditions and Physical Abilities: All sites within the region including office, preschool, private home; Travel using personal vehicle for work related activities based on program needs; Moderate noise level; Sitting and standing for extended periods of time; Regularly lift and move up to 45 pounds; Reaching above the shoulders and horizontally to retrieve items; Regular bending, stooping, and crouching.

Education and Experience Required:

- Possession of a BA/BS degree in an IT related field and two (2) years of experience. Experience may be substituted for education on a year for year basis.

Certificates, Licenses, Clearances Testing and/or Bonding Required:

- Valid California Driver's License, Liability Insurance, and vehicle to use on the job must maintain liability insurance on personal vehicle used for business purposes.
- Department of Justice and FBI Fingerprint Response.

FLSA Status: Exempt

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.