



**JOB TITLE:** Information Technology Specialist  
**REPORTS TO:** IT and Data Systems Manager

**FLSA STATUS:** Non-exempt  
**DATE REVISED:** October 2013

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### **Position Summary**

This part-time, 20 hour/week, position is responsible for supporting the IT and Data Systems Manager. The IT Specialist works to meet the organization's hardware and software needs, with a significant part of the role maintaining the server and other higher level functions.

### **Duties and Responsibilities**

#### Servers, Network and Computers

- Maintain the organization's central servers
- Maintain the network at all branch locations
- Maintain organizational security measures
- Ensure system backups are routinely performed
- Research and install additional software and hardware as directed
- Troubleshoot and solve technology problems in a timely fashion
- Make recommendations to meet current and future technology needs
- Perform troubleshooting of office equipment or contact and follow through with service providers as necessary

#### Relationships

- Offer training to staff as necessary
- Communicate with consultants, vendors and suppliers as directed
- Communicate with non-technical personnel to maintain equipment and network
- Develop and organize accurate technology records, including network schematic and technology files

#### Other

- Assist with Center operations
- Work with volunteers, as appropriate

### **Knowledge, Skills and Abilities**

#### *Education/Training*

- Bachelor's or Associate's degree in Information Systems, computer science, or a related field or equivalent experience in a technology-related field
- Blackbaud/Raiser's Edge experience preferred

#### *Experience*

- Minimum of 2 years of work in a technology-related role

- Strong familiarity with PC hardware and software, with experience troubleshooting PC's
- Experience managing Microsoft Exchange
- Experience with SQL and managing SQL server
- Experience with office equipment, including printers, copiers, phone systems and fax machines

#### *Skills and Abilities*

- Strong interpersonal skills
- Proven ability to communicate effectively with technical and non-technical individuals
- Strong team focus
- High level of initiative
- Interest in continuing education in the field to stay current; desire to learn on own
- Ability to think creatively and innovatively to keep systems running optimally
- Strong problem solving skills
- Ability to work with minimal supervision in a team environment
- Ability to effectively set priorities
- Affinity to the Urban Ecology Center mission

#### **Working Conditions**

*Job Conditions/ Work Location:* majority of time is spent indoors at a desk, open office with active team atmosphere

*Physical Requirements:* Ability to sit at a desk for prolonged periods; ability to crawl under desks to install wiring

*Equipment used:* Server, computer work stations, copy machines, fax machines, printers, AV equipment, other technological equipment