Early Learning Coalition of Broward County, Inc.

Job Description

Position: IT Support Specialist

Reports to: Information Technology Manager

FLSA Status: Non-Exempt

Position Status: Part-Time (Temporary)

Grade: 39

JOB SUMMARY: The IT Support Specialist plays a key role in maintaining the Coalition's technology infrastructure. This position provides technical support for staff, resolves hardware and software issues, assists with network and system troubleshooting, and supports IT operations to ensure efficiency, security, and reliability across all departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (This description reflects the major core duties and responsibilities of the job; the employee is expected to perform these, and other job-related duties as may be required. Additions, deletions, or changes may be made to this description at any time without prior notice.)

- Resolves technical problems with Local Area Networks (LAN), Wide Area Networks (WAN) and other systems.
- Provides technical assistance and support for incoming issues related to computer systems, software, and hardware.
- Keeps track of inventory and relevant IT documentation.
- Answers all requests received by phone, emails, walk-ins, etc., and to ensure that there is proper delivery of the services as per the rules and regulations of the ELC as well as abiding to its quality standards.
- Directly supports the Information Technology Manager with information technology projects and/or system activities.
- Creates a positive customer support experience and builds strong relationships through deep problem understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers with a consummately professional attitude.
- Resolves technical problems with EFS Modernization and other related systems.
- Designs and develops training materials for EFS Modernization and other systems.
- Performs other duties as assigned.

COMPETENCIES:

- Adaptability/Dependability
- Analytical
- Communication Proficiency
- Initiative
- Interpersonal Skills
- Judgment
- Professionalism
- Teamwork

COMPUTER SKILLS:

- To perform this job successfully, an individual should have a strong knowledge of: Internet software; Spreadsheet software, Graphics Software, and Word Processing software. Commonly used equipment includes Computer, Copier, Fax Machine, Multi-Line and Cellular Telephone, Presentation Hardware, Tablets.
- File server knowledge
- Windows 7, Windows 10, Windows 11, Windows Server 2012 and 2016, 2022

SUPERVISORY RESPONSIBILITIES:

- None

WORK ENVIRONMENT:

- This position operates in a professional office environment.
- This role uses commonly used applications that include Advance computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, E-mail, and current state data systems.

PHYSICAL DEMANDS:

- Ability to sit for extended periods of time, talk, hear, and use hands and fingers to operate and handle keyboards and office equipment. The employee is occasionally required to walk and reach with hands and arms.
- The employee is occasionally required to stoop, kneel, crouch, or crawl.
- Ability to sit on the floor and get up to a standing position.
- Requires frequent ability to move freely about the building.
- Requires corrected vision and hearing to normal range.

- This role requires that one must be capable of working under pressure as well as organizing and planning effectively.

POSITION TYPE AND EXPECTED HOURS OF WORK:

- This is a temporary non-exempt position that requires the employee to adhere to ELC's Telework Agreement.
- The office hours are typically Monday through Friday, 8:30 AM – 5:00 PM.
    - This position may work nights, weekends, and holidays.
    - This position may regularly work longer hours.

REQUIRED EDUCATION AND EXPERIENCE:

- Associate's in Information Systems, Business, Communications or a related field is preferred. Relevant experience and certifications may be substituted for a degree.
- One year of relevant technical experience.

ADDITIONAL REQUIREMENTS:

Background Checks

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Verification of Required Education and/or Credentials
- Level I Background Check
- Drug Screen
- Valid Florida Driver License
- Valid Automobile Insurance
- Access to Reliable Transportation
- E-Verify
- High-Speed Internet Access that can be maintained daily, with at least 50Mbps when working in a secure home location

REASONABLE ACCOMMODATION WILL BE MADE FOR OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.

Acknowledgement of Receipt by Employee:

I, _____ have read the requirements for the position of Temporary IT Support Specialist. I accept the duties and responsibilities described and attest that I meet the requirements for this position as outlined in the job description. I further acknowledge that this job description is not intended to be a contract for employment and that the Early Learning Coalition of Broward County, Inc. reserves the right to make any necessary revisions to the job description at any time. By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the ELC.

_____ _____

Signature of Employee Date

_____

Name of Employee (please print)