FAMILY ELDERCARE
Information Technology Specialist
Job Description
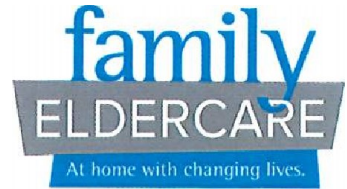
Job title: Information Technology Specialist	Work Location: Rutherford Office
Program: Operations	Reports to: CSO
Position Status – Full-time FLSA Classification – Exempt	Salary Range - $55,000-$70,000

The Information Technology Specialist is responsible for a variety of duties including, technical support for all employees across the organization, managing and developing the Family Eldercare SharePoint sites, helping users access shared drives and devices, maintaining technology inventory, interfacing with technology vendors including consultants, and software providers, and developers, providing software training and other duties as assigned.

Essential Duties and Responsibilities:
- Support information and technology infrastructure
- Support software purchasing and training
- Manage and support organization equipment and parts inventory
- Facilitate employee account creation, maintenance, and termination between HR and third part IT company
- Develop and promote security best practices and stay up to date on emerging security threats and mitigations.
- Develop agency standard operating procedures, processes, and guidelines pertaining to technical support and IT security
- Test software modifications and improvements
- Provide technical support for SharePoint users and manage permissions
- Address questions and concerns from employees regarding the function of all software
- Apply updates to company's edition of SharePoint as necessary
- Keep apprised of Microsoft updates to SharePoint software
- Hold training and information sessions to teach employees how to use SharePoint and other Office 365 applications across the agency
- Consult with management to devise the most useful ways to apply SharePoint to business goals
- Reports to company management with updates and information regarding. SharePoint use
- Provide support and collaborate with third party IT company
- Serve in a data governance role to support and manage the information architecture for online client and program(s) databases

External Properties:
- Support for technology at all off-site properties
- Support for internet connectivity at all off-site properties
- Travel up to 30%

Education and/or Work Experience Requirements:
- Bachelor's degree in Information Technology or related field (preferred), or, equivalent combination of education and experience
- Previous SharePoint experience required
- Proficient in Microsoft Office Excel and Word software applications
- Working knowledge of Apricot is a plus
- Non-profit community services industry experience a plus
- Must pass a criminal background check

Working Conditions/Physical Requirements:
- Ability to perform the essential job functions consistent safely and successfully with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.

Competencies:
- Ability to develop productive relationships with coworkers and volunteers
- Ability to work independently and as a team member to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Ability to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Effective organizational, interpersonal, and communication skills
- Ability to keep accurate and organized records
- Ability to interact in a positive manner in person, virtually, and on the phone
- Ability to communicate technical information to individuals with various levels of technical knowledge
- Ability to make constructive use of professional supervision

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities ☐ with or ☐ without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature: Date: