



AMERICAN INDIAN GRADUATE CENTER POSITION CLASSIFICATION AND DESCRIPTION

POSITION TITLE: Information Technology (IT) Support Specialist
CLASSIFICATION: Non-Exempt
DEPARTMENT: Operations
SUPERVISOR: Chief Operating Officer
GRADE:

Position Summary:

Under direct supervision of the Chief Operating Officer, provides computer hardware, software and user support to employees and departments. Maintains confidentiality of all privileged information.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Installs and sets up new hardware, provides training to personnel, in the basic operation of new hardware and software.
- Support both Windows and Mac OS
- Sets up user accounts, according to established policies, procedures and restrictions.
- Repairing and replacing equipment as necessary.
- Troubleshoots desktop problems, hardware and software related; resolves desktop connectivity issues. Tracks all problems or issues through resolution.
- Performs network maintenance, changes and upgrades.
- Develops and coordinates training sessions, to ensure that all program personnel are able to utilize existing and new software programs.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Assists with database entry, management and data retrieval.
- Assists with web site maintenance and development.
- Provides domain server support, by verifying server backups updates are completed.
- Analysis of new and revised system specification for completeness and compatibility with present software applications and system capabilities.
- Responds to external web mail queries, in a timely and customer service-focused manner.
- Performs system backups and risk management.
- Maintains professional and technical knowledge, by conducting research; attending seminars, educational workshops, classes and conferences; reviewing professional publications; establishing networks, participating in professional societies; conferring with representatives of contracting agencies and related organizations.
- Maintains strict student confidentiality and compliance with the Family Education Right to Privacy Act.
- Embodies AIGC Core Values and promotes the AIGC organization, staff and programs, in a positive and professional manner.
- Contributes to a team effort and accomplished related results.
- Perform other duties as required.

Minimum Qualifications:

Associate degree in Computer Science, Information Management or related field, plus two years experience required; or equivalent combination of education and experience.

Valid Driver's License required. Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

Knowledge, Abilities, Skills and Certifications:

- Knowledge of American Indian History, culture and tribes.
- Knowledge of modern office practices, procedures and equipment
- Knowledge of computer science and the methods, techniques, practices and procedures utilized in computer programming.
- Knowledge of the capabilities and limitations of hardware.
- Knowledge of information systems, technologies and applications.
- Knowledge of Local Area Network (LAN) and/or Wide Area Network (WAN) hardware and software.
- Knowledge of computer languages, mainframe languages and databases.
- Knowledge of business English, proper spelling, grammar, punctuation and basic arithmetic.
- Ability to communicate effectively in the English language, both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds, and with coworkers at all levels.
- Ability to follow oral and written instruction.
- Ability to handle multiple tasks and meet deadlines.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to demonstrate excellence in everything and continually seek improvement in results.
- Ability to isolate system problems quickly and take proper corrective action.
- Ability to comprehend new technology.
- Ability to understand and translate technical terminology and reports into a clear and logical format.
- Skills in operating business computers and office machines, including various software applications, specifically Word, Excel, Access, presentation software (such as PowerPoint).
- Skilled in system troubleshooting and problem solving.

Physical Demands:

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee frequently is required to walk. The employee, occasionally, is required to stand, stoop, kneel, crouch or crawl. The employee must, occasionally, lift and/or move up to 50 pounds.

Work Environment:

Work is generally performed in an office setting, with a moderate noise level. Extended hours and irregular shifts may be required. Tight time constraints and multiple demands are common. Travel will be required for training, meetings, conferences, presentations, and other events.