



ELIZABETH'S NEW LIFE CENTER

Mission: Empower individuals and families to make Godly life choices.

Vision: By the grace of God, we humbly labor in the culture of life.

Job Description **IT SUPPORT SPECIALIST**

Full Position Title: IT Support Specialist

Job Status: Non-Exempt– 20 hours per week

Department: Administration

Reports to: IT Manager

Supervises: No direct reports

Committees: Technology

The IT Support Specialist works under the direction of the IT Manager to keep technology and telecommunications within ENLC running smoothly. He/she will problem-solve day-to-day hardware and software issues as they arise throughout agency, perform regular maintenance/updates, and troubleshoot local area networks (LANs), wide area networks (WANs) and Internet systems.

Primary Duties

Essential Functions:

IT Support

- Ongoing system & network administration support.
- Troubleshoot and manage all system issues throughout their lifecycle to ensure resolution.
- Backup and recovery management.
- Network administration (including backup, security management, user account management, e-mail systems including e-mail web server, internet access, office systems and applications support).
- Support server, network and desktop hardware, software and applications.
- Roll out hardware and software to ensure optimal deployment of resources.
- Purchase and set up new hardware and move existing computers as necessary.
- Run wiring for network drops and phone extensions, as needed.
- Interact with office staff in a professional and courteous manner.
- Assist in the maintenance of the inventory of IT equipment.
- Assess and mitigate IT risks and vulnerabilities to ENLC as requested by the Technology Committee.
- Provide support for all ENLC grants and grant partners. This includes Marriage Works! Ohio, Family Works, OAHC and all future partners.
- Assist in completion of annual security risk analysis (SRA) for HFPC.
- EPIC (Electronic Health Records) support for HFPC.
- Make programing changes to Avaya Office 500 phone system, as directed.
- Submit copier click counts to vendors, as requested.
- Coordinate with HR for IT needs of new and terminated employees.
- Work with others within ENLC to ensure web presence is secure and optimal.

Strategic Management

- Assist in the development of annual outcome goals for all pertinent strategic initiative(s).
- Track and report steps taken to achieve annual outcome goals.
- Assist IT Manager in achieving annual outcome goals as outlined in the appropriate business plan.

Secondary Functions

- Answer incoming phone calls and provide administrative support as needed
- Participate in administrative staff meetings and attend other meetings and seminars as required.
- Other duties pertaining to the mission of the organization as assigned by management.

Job Requirements

Experience, Education and Licensure

Experience working in the IT field within a diversified work force, preferable in a non-profit or faith-based setting. Must have valid driver’s license and private automobile insurance. Associate’s Degree in an information technology related field preferred. Students working on their IT-related Associate’s or Bachelor’s degrees are welcome to apply.

Language and Other Skills

Proficiency with a variety of computer hardware and software. Ability to follow directions and report progress on assigned duties. Willingness to learn. Proficiency with Google programs a plus.

Work Environment and Physical Demands

The noise level in the work environment is low – moderate. While fulfilling the responsibilities of this position, the employee is required to sit, stand and/or walk. Use of hands and fingers required. Specific vision abilities required by the position include close vision, color vision, peripheral vision and ability to adjust focus. Must be able to lift up to 50 lbs.

Other

- Driving to and from various ENLC locations is required. Must carry personal automobile insurance and be insurable by ENLC’s third party insurance. Mileage may be reimbursed by ENLC from other than primary work location(s). Occasional nights and weekends may be required.

ENLC Expectations:

- Keep up-to-date with new technology as appropriate.
- Adhere to ENLC Policy and Procedures.
- Demonstrate reliability and instills confidence in the ability to carry out job duties.
- Understand the dictates of federal funding.
- Eager to meet and exceed objectives and take on more responsibility.
- Strong personal motivation, initiative, sense of responsibility.
- A servant’s attitude with the ability to understand how all tasks impact Elizabeth's New Life Center’s ministry of supporting life.
- A strong team player willing to both make difficult decisions and submit to authority.
- Willingness to support Elizabeth’s New Life Center’s mission and vision.

I have received and read the job description for IT Support Specialist and understand that it does not limit my employer’s ability to require additional tasks of me. I understand this supersedes previous documents and statements. I also agree that I will carry out my job as outlined above, and if I have a question concerning work expectations, I will check with my supervisor.

Employee’s Signature

Date: