

# Apostolic Christian LifePoints

## *Job Description*

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<b>Position:</b>	<b>Information Technology Helpdesk Level 2 Technician</b>
<b>Facility:</b>	<b>Agency</b>
<b>Department:</b>	<b>Office</b>
<b>Reports to:</b>	<b>Information Technology Director</b>
<b>Supervises:</b>	<b>None</b>

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**Scope of Position:** ACLP Technologies Support staff interact with constituents and stakeholders across the agency to insure they have the resources and tools necessary to perform their duties. This includes maintaining, installing, troubleshooting and documenting internal and external systems related to those resources and tools. ACLP will provide training for items listed within the Job Qualifications necessary for staff to meet their Job Responsibilities.

### **Basic Qualifications:**

- Ability to read, write and speak the English language
- Must be a minimum of eighteen (18) years of age and of good moral character
- Must possess, as a minimum, a High School Diploma or equivalent

### **Job Qualifications:**

- Uses critical thinking and troubleshooting skills for problem analysis and resolution
- Has operating, configuration, and troubleshooting knowledge of Windows 10, MS Office Suite
- Possess experience in hardware (PC, printer, scanner, VOIP phone, mobile devices) setup and configuration
- Can change tasks rapidly
- Demonstrate ability to work both independently and as a team member
- Show a willingness and ability to learn new applications and skills
- Has a basic or greater
  - a. understanding of network technologies including TCP/UDP/IP Protocols, cabling, wireless, switches, routers, firewalls
  - b. understanding of computer systems including operating systems, applications, storage, peripherals, and connectivity
  - c. understanding Active Directory use for securing users, computers, and other resources
  - d. understanding of backup systems and processes
  - e. understanding of databases; MSSQL, Access, MySQL
  - f. understanding of Windows Server management
- Demonstrate ability to differentiate between LANs and WANs technologies and issues

### **Core Expectations:**

- Must function independently and within a team, demonstrate personal integrity and have the ability to demonstrate effective customer service to clients, administrative personnel, consultants, vendors, and others
- Meet agency expectations for attendance, dress code, working cooperatively with other employees
- Follow safety requirements for agency and department
- Respect rights and dignity of clients
- Retrieve and record data in the electronic charting system
- Perform job functions with accuracy and dependability
- Show engagement in fulfilling the ACLP vision in all aspects of the job
- Maintain confidentiality of information accessed through any means
- Possess solid oral and written communication skills
- Demonstrate attention to detail

### **Job Responsibilities:**

- Respond to queries for technical assistance in person, via phone, or electronically
- Document, diagnose and resolve technical hardware and software issues either onsite or using remote solutions
- Walk users through problem-solving processes
- Follow up with users to confirm issue resolution
- Review and maintain process documentation
- Install, maintain, and upgrade computer and network hardware and software following company standards
- Stay current with system information, changes and updates
- Lead or support project-based implementations of services, software, and hardware
- Provide support for complex issues to other departments
- Deploy server applications and upgrades
- Troubleshoot and maintain Windows Server Active Directory environments
- Provide accurate information on IT products or services to constituents
- Assist and mentor colleagues
- Develop best practices
- Test new technology
- Document standard procedures for common types of service requests

### **Beneficial Skills and Experience**

- Network monitoring systems
- Office365 and Azure
- Firewall configurations
- Managed switches
- Experience in Enterprise environments
- Application Development
- Database Management
- Knowledge of back up technologies
- Knowledge of security practices and policies

- Network +
- Microsoft Beginner Certificates
- Security+
- A+
- Crystal Report Writer
- SQL language tools

**Physical and Sensory Requirements:**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must possess a valid driver's license with proof in automotive insurance
- Must possess stamina to spend much of the workday standing or moving around
- Must be able to use a computer, phone and other technology as required
- Must be able to bend, stoop, and move intermittently throughout workday
- Must be able to safely lift and move office equipment (e.g. computers, printers, supplies) up to 50 pounds
- Must be able to use safely ladders up to 10 feet in height
- Must possess sight/hearing senses, or use prosthetics that will enable these senses to function adequately
- Must possess emotional stability to work respectfully and harmoniously with clients and other staff

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## Job Description Review

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I have read or have had this job description read to me and I fully understand the job description, its requirements, and that I am expected to complete all duties as assigned. I understand that t job duties may be altered from these duties. I have noted below any accommodations that are required to enable me to perform these duties.

I understand that in this position I will be exposed to body fluids which may be infectious. I understand that the facility will make available to me, free of charge, the Hepatitis B vaccination. I also understand that the facility will follow any other laws regarding testing of residents if I am potentially exposed to blood.

I further understand that my employment is at-will and thereby understand that my employment may be terminated at-will by the facility or myself, and that such termination must be made in accordance with the Agency Personnel Policy.

Employee Name (print): \_\_\_\_\_

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_