

**Sample job description: IT support specialist**

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| **Employee name** | Full name | **Job title** | IT support specialist |
| **Direct supervisor** | Full name | **Job title** | Job title |
| **Classification** | [x]  Nonexempt [ ]  Exempt (U.S. only) |
| **Position type** | [x]  Full-time [ ]  Part-time [ ]  Temporary |
| **Working hours** | Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand. |
| **Compensation** | List salary, salary grade and pay range (minimum and maximum salary). |
| **Supervisory responsibilities** | This position has no supervisory responsibilities. |

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| **Job summary or purpose** |
| The information technology support specialist is responsible for installing, modifying, maintaining, monitoring and making minor repairs to end-user workstations on a local area network. The information technology support specialist performs a variety of maintenance, installation and training tasks, provides technical support to staff on all company-supported applications, troubleshoots computer problems, and completes application project-based work.  |
| **Essential functions** |
| Essential functions of the information technology support specialist include, but are not limited to, the following:* Overseeing the daily performance of computer systems and audio-visual equipment, including system and network tuning and maintenance
* Investigating and resolving user inquires or problems regarding computer software or hardware in a timely manner
* Tracking and setting up equipment for new and current employees (including verification of proper installation of cables, operating systems, other hardware and software packages, and connections to networks) and providing initial training on relevant applications
* Installing and performing minor repairs to hardware, software and peripheral components (such as monitors, keyboards, printers and disc drives) on user workstations
* Troubleshooting, resolving, or escalating hardware and software problems to vendors or external technicians when needed
* Creating, modifying and deleting email and domain accounts
* Identifying, resolving and maintaining system security issues (including maintenance of firewalls and antivirus, spyware and software updates)
* Performing disaster recovery planning and managing data backup and recovery systems
* Providing other IT assistance and support as requested
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| **Competencies** |
| * Technical proficiency, including use of web-based applications and ability to interpret procedure and software manuals
* Communication proficiency, including ability to communicate technical information to lay personnel
* Excellent customer relationship skills
* Strong problem-solving and analytical skills
* Strong time management skills
* Strong organizational skills, including ability to set priorities
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| **Qualifications and requirements** |
| * High school diploma or equivalent (associate's degree in technical field preferred)
* Two or more years of relevant experience, such as:
	+ Identifying and resolving computer system malfunctions and operations problems
	+ Installing, configuring and maintaining personal computers, networks, and related hardware and software
	+ Learning and supporting new systems and applications
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| **Work environment** |
| This position operates in a professional office environment with moderate noise. Sitting for long periods of time is typical in this position but brief periods of walking or standing may occur.  |
| **Physical demands** |
| This position requires speaking and hearing. Frequent typing and writing is customary. Bending and twisting could occur regularly. The employee must be able to lift up to 50 pounds at certain times. |
| **Travel requirements** |
| No travel is expected for this position, but business needs may change this circumstance. |
| **Affirmative action plan or equal employment opportunity** |
| This organization is fully committed to equal employment opportunity, maximum utilization of all employees, and employment and advancement regardless of race, color, creed, religion, sex, age, sexual orientation, national origin, disability, veteran status or any other characteristic protected by state, federal or local law. Discrimination of any type will not be tolerated. |
| **Other duties and functions** |
| This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the position. Duties, responsibilities and activities may change at any time with or without notice. |

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| **Employee agreement and signature** |
| The employee's signature below constitutes understanding of the job requirements, essential job functions, and other duties and functions of this position; an understanding that the job description is subject to change; and an understanding that reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the job.  |
| **Employee signature** |  | **Date** |  |

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| **Management and HR agreement and signatures** |
| This job description has been approved by all appropriate management staff. |
| **Direct supervisor signature** |  | **Date** |  |
| **Department manager signature** |  | **Date** |  |
| **HR representative signature** |  | **Date** |  |

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