

## YUMA PRIVATE INDUSTRY COUNCIL POSITION DESCRIPTION

---

Title: **Information Technology Support Specialist**

Reports to: IT Manager

Classification: Non-Exempt

Revision Date: August 3, 2022

---

**SALARY** \$22.29/Hr.

### SUMMARY

Under direction of the Information Technology (IT) Manager, the Support Specialist maintains responsibility for providing intermediate help desk support, end-user orientation and training, application maintenance, hardware support, Maintains the agency's website, etc..

### PRIMARY RESPONSIBILITIES

#### **Install, Modify and Maintain Computer Hardware, Network Equipment, Cabling Infrastructure and Peripherals**

##### Supporting Skills

- *Properly install and maintain computers, scanners, faxes, printers, telephones, and network equipment.*
- *Track and correct hardware errors.*
- *Diagnose and replace faulty components.*
- *Make modifications as needed to match user requirements.*
- *Assist with the installation and maintenance of cabling infrastructure.*

#### **Provide Technical Support and Training for Internal/External Clients**

##### Supporting Skills

- *Provide immediate technical support to YPIC users by telephone or in person as assigned by the Coordinator.*
- *Prepare and perform technology orientations for new employees, partners, and interns.*
- *Advise users about proper functioning of equipment and use of self-help instructions, and manuals.*
- *Develop self-help instructions for staff to assist them with the use of technology.*

- *Instruct users in corrective action to ensure productivity.*
- *Train technicians and interns about YPIC hardware, software, IT processes, and technology tools.*

## **Install, Configure, and Maintain Software Packages, Including Proprietary Software, and Web Site**

### Supporting Skills

- *Install and customize software packages according to product specifications.*
- *Download and distribute software updates.*
- *Track and correct any software errors and find solutions to prevent systems malfunctioning.*
- *Modify software as required to meet user requirements.*
- *Update the web site to support the needs of the Agency.*
- *Configure master operating system images for each system type.*
- *Create and transfer user profiles.*
- *Create backups of new and existing systems.*

## **CORPORATE VALUES**

### **Integrity:**

- Be a responsible corporate citizen committed to the health & safety of others, compliance with laws, regulations, and company policies;
- Behave in a businesslike manner demonstrating mature, professional actions;
- Be fair, honest, trustworthy, respectful and ethical in all engagements;
- Honor all commitments;
- Be accountable for all actions, success and failures.

### **Teamwork:**

- Be committed to the common goal;
- Perform tasks in a manner that benefits the entire organization;
- Openly communicate up, down, and across the organization;
- Value the diversity of our workforce;
- Show willingness to make adjustment in schedules, and maintain openness to others' ideas of working approaches;
- Willingly share your resources.

### **Performance/Initiative:**

- Focus on what is important, perform careful and thorough work;
- Establish and communicate clear expectations;
- Relentlessly pursue success;
- Strive for flawless execution;

- Work hard, celebrate successes and learn from failures;
- Remain flexible, adapt to change and balance multiple priorities;
- Continuously look for ways to improve self, services and processes;
- Technical and Job knowledge; how well you demonstrate the understanding, knowledge and technical skills required for your job.

### **Learning:**

- Commit to develop and improve throughout your career;
- Actively seek ways to build upon your capabilities;
- Learn from sharing past decisions and actions both good and bad to continuously improve performance;
- Demonstrate a willingness to use new and different approaches in completing tasks and offer resourceful solutions;
- Use creativity and imagination to develop new ideas and approaches;
- Improve by benchmarking and adopting best practices.

### **Corporate Level Contribution:**

- Perform tasks in a manner that benefits the entire organization;
- Seek to consistently improve quantity, quality, accuracy and efficiency;
- Look for small improvements as well as major improvements;
- Identify and eliminate unnecessary work and non-value added activities;
- Optimize time and resources;
- Teamwork: how well you work with others and fit into the corporate culture.

### **Customer Service:**

- Anticipate the needs of those served, and demonstrate true caring;
- Deliver the very best every day to make a difference;
- Continuously look for ways to improve self, services and processes;
- Demonstrate a positive attitude;
- Make and cheerfully spend time to consistently exceed clients' and colleagues' expectations;
- Show humility for the role played in the lives of others;
- Respect co-workers (by being on time, not using sarcasm, etc.), and appreciate similarities & differences of each employee.

## **CORE SKILLS**

### **Language**

- ***Expression:*** *The ability to communicate information and ideas so others will understand (respond effectively to the most sensitive inquiries or complaints, effectively presenting information and responding to questions from groups of managers, clients, employers, customers, elected officials, and the public).*

- Oral Comprehension: The ability to understand information and ideas presented; respond effectively to the most sensitive inquiries or complaints (effectively present information and/or respond to questions from groups of managers, clients, employers, customers, elected officials, and the general public).
- Writing: **The ability of communicating effectively in writing as appropriate for the needs of the audience.**
- Written Comprehension: ability to read and understand information and ideas presented in writing).
- Written Expression: The ability to communicate information and ideas in writing so others will understand (write clear and concise memoranda without close supervision).
- Reading Comprehension: Read, analyze, and interpret general instructions, technical procedures, and government regulations (understanding written sentences and paragraphs in work related documents).
- Fluency in the English language required.

## Mathematics

- Apply mathematical concepts such as addition, subtraction, multiplication, division, fractions, percentages, and ratios.

## Reasoning

- Problem Sensitivity: ability to tell when something is wrong or is likely to go wrong (does not involve solving the problem, only recognizing there is a problem).
- Deductive Reasoning: ability to apply general rules to specific problems to produce answers that make sense (solves practical problems, collect data, establish facts, and draw valid conclusions).
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Critical Thinking: The use of logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Interpret a variety of technical instructions.

## Technology

- Demonstrate proficiency in the use, installation, and maintenance of IBM-compatible hardware and various operating systems, and software, including but not limited to Microsoft Windows 7/10, Microsoft Office 2007/2010 (Microsoft Word, Access, Excel, Outlook, and PowerPoint) Google Suites, etc.
- Demonstrate Proficiency in the use, installation, configuration, and maintenance of organizational applications and equipment but not

*limited to AJC, Agency Databases, and Cisco/HOD DES Connection.*

## **Other Skills**

- **Active Learning:** *Understanding the implications of new information for both current and future problem-solving and decision-making.*
- **Time Management:** *Managing one's own time and the time of others.*
- **Learning Strategies:** *Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.*
- *This position has no direct supervisory responsibility.*

## **Interpersonal**

- **Social Perceptiveness:** *Being aware of others' reactions and understanding why they react as they do.*
- **Service Orientation:** *Actively looking for ways to help people.*
- *Must possess excellent interpersonal skills.*
- *Must demonstrate excellent self-control and confidence during presentations.*

## **Physical Demands**

- *Reach with arms and hands.*
- *Use hands and fingers to operate keyboards and other office equipment.*
- *Lift 25 pounds on a regular basis.*
- *Lift 50 pounds on a frequent basis.*

## **Basic Requirements**

- *Demonstrate data entry and retrieval skills.*
- *Demonstrate appropriate interpersonal skills to accomplish tasks.*
- *Interpret federal and state rules and regulations.*
- ***Must possess a valid Arizona Driver's License, reliable transportation, and current liability insurance.***
- ***Must possess or be able to obtain a Level One Fingerprint Clearance Card.***
- *Must clear a background check with AZ Central Registry for Child Safety.*
- *Must demonstrate the Core Values of the Organization.*

## **EDUCATION AND EXPERIENCE**

Associates Degree in Computer Science or related field; Knowledge of troubleshooting techniques for computer hardware, software, and peripheral equipment; technical support principles, processes, and standards; networked

Equal Opportunity Employer/Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities  
Igualdad De Oportunidades Empleador/Programas Se le Hara Disponible Cuando Solicite Ayuda Auxiliar Y Servicios Adicionales Para Personas Con Incapacidades.

computer system environments and peripheral device capabilities; software applications and operating systems.

Minimum of four (4) years of additional education or experience in computer technology and repair is required.

#### **WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions. The noise level is usually moderate for an office environment.

**TO APPLY: Visit [www.ypic.com](http://www.ypic.com) and download application. The application may be submitted via email to [amcbrideatypic.com](mailto:amcbrideatypic.com) or [mamayaatypic.com](mailto:mamayaatypic.com)**

**You may also submit the application in person at 3834 W 16<sup>th</sup> Street Monday through Friday from 8AM to 5PM.**

**Resumes as Attachments only- Applicants that do not submit a completed application will not be considered.**

## **Information Technology Support Specialist**

Beginning at entry level (\$17.03/Hr), this position is responsible for assisting the Technology Manager and Network Administrator in maintaining computer and electronic technology within the organization.

**Qualifications:** High School diploma or equivalent; with a minimum of four years additional education or experience in computer technology/repair is required.

**Applications** available at Yuma Private Industry Council – 3834 W 16<sup>th</sup> Street, Yuma, AZ or 663 E. Main, Suite #1 Somerton, AZ

Monday – Friday 8:00 a.m. to Noon, and 1:00p.m. to 5:00 p.m.; *Resume accepted as attachment only. Equal Opportunity Employer.*

**Closing Date: Application must be received by Friday September 5<sup>th</sup>, 2014 by Noon.**