

MountainHeart Job Description

Job Title: Computer Information Specialist
Department: Information Technology
Reports To: Program Director
FLSA Status: Non – Exempt
OSHA Category: Category 3

Summary: Working as a team with the IT department.

Essential Duties and Responsibilities:

- Assist with updating agency logo, agency brochure, newsletters, etc.
- Assist with purchases.
- Completes purchase orders.
- Assist with creating surveys.
- Adhere to an internal timeline for receiving and setting up new equipment.
- Adhere to an internal timeline for disposing, reassigning, or selling older non-state equipment.
- Assist with scheduling of virtual meetings with staff and board of directors.
- Uphold and maintain security processes through local, state and federal regulations.
- Utilizes team approach with HR division with changes in personnel.
- Assist with installation of software.
- Provide assistance in creation of all forms of media
- Assist with maintaining all employee network and user accounts.
- Keep management apprised of recurring problems, program needs, mandatory employee training and project updates.
- Assist with the agency wide Help Desk system for the purpose of assigning and tracking issues, resolutions, and employee and device inventory.
- Remains current on advances in technology and seeks out current educational opportunities to enhance job skills.
- Maintain program inventory and submit inventory reports, as required.
- All travel must be pre-approved by Immediate Supervisor.
- Maintain confidentiality at all times.
- Performs other related duties as assigned.

Supervisory Responsibilities

This position has no supervisory duties.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.

December 6, 2021

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employer

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill, and/or ability required. Proficient in Microsoft Office 365, excellent communication skills, and familiar with office equipment. Knowledge of virtual environment and operating systems such as Windows 10 and Windows server. Knowledge of additional operating system a plus. Must have good recall memory, organizational, listening skills with the ability to work independently and be self motivated.

Education and/or Experience:

High school diploma or GED. Preference may be given to IT degreed individuals and/or experience.

APS/CPS check and a clear criminal background check with no charges related to child abuse and neglect, domestic violence, or drug charges.

Language Skills:

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Physical Demands:

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to sit, reach, hear and talk. The employee is occasionally required to climb or balance. The employee may occasionally lift and/or move up to 50 pounds. Extensive travel and overnight stays required.

Work Environment:

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet.

Employee Signature

Date

December 6, 2021

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