

## CAREER OPPORTUNITY



**Title:** IT, Information Technology Specialist

**Hours:** Full-time, Non-Exempt

### **Brief Description:**

Support users with technical issues and needs. Research solutions for hardware and software issues. Data entry, analysis, and reporting. Complete provider billing for State of Ohio programs. Manage user devices. Assist and back-up IS Manager with operating the agency IS systems and support ticket assignments.

### **KEY RESPONSIBILITY AREA MAIN DUTIES (Not all-inclusive)**

- Troubleshoot and maintain agency's Information Systems
- Maintain system security, files, email, applications
- Understand database structure and report creation
- Provide accurate program data entry and reports
- Process program billing
- Investigate, troubleshoot, test, and resolve user or network issues
- Maintain good relationships for outside vendors and providers
- Assist with any projects as they arise
- Be available in office during business hours

### **MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE**

- Associates degree in computer-related field preferred; 1-year related experience
- Ability to work at office
- Functionality in computer applications, as well as general computer knowledge to troubleshoot and support other agency programs
- Communication and customer service skills
- Knowledge of Virtual Servers, Microsoft Office365 with Teams, computer networking, personal computer hardware, databases, iPhones and mobile applications
- Ability to operate computer equipment, manipulate computers, monitors, and printers, as well as use tools, such as screwdrivers, etc.
- Ability to lift 25 pounds
- Valid Ohio driver's license and access to dependable transportation

*Interested candidates should email a resume and the CSSMV application available at <https://cssmv.org/about/careers> to Mandy Ricks in our Sidney, Ohio office at [mricks@cssmv-sidney.org](mailto:mricks@cssmv-sidney.org). 937.575.7083*