

CAREER OPPORTUNITY



Title: IS Specialist (Dayton)

Hours: Full Time (37.5 hours per week, non-exempt position)

Brief Description:

Coordinate the operation and maintenance of Dayton's Information Systems. Including working closely with contracted remote IT service provider to ensure network and device integrity and to manage user devices and networking equipment. Support users with onsite technical issues and needs such as: applications, hardware, communications, and other general IS needs.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

I. Onsite General IS and User Support

- Coordinate with contracted remote IS service provider to identify and address user needs and issues in a timely and effective manner.
- Set up necessary equipment for new users and train on the proper use of the equipment and applications.
- Instructs new users in the correct use of hardware, applications, IS procedures, and security/privacy policies.
- Provides any follow-up training or instruction on new components as needed.
- Assist and train users with the operation of agency copy machines and office printers.
- Investigate and troubleshoot system issues that may come up with the CSS systems.
- Act as the main point of contact for agency IS systems.

II. Hardware Maintenance and Deployment

- Coordinate the onsite maintenance and deployment of agency networking, end user and copier equipment with support from contracted remote IS service provider.
- Manage agency VOIP phone system and its associated software management platform.
- Advise Director of Finance & Administration on IS hardware needs and possible options to address them.
- Maintain database of IS equipment inventory and track status of devices on an ongoing basis.
- Aid in the procurement and deployment of new IS hardware as necessary.
- Ensure that all IS devices are kept in a proper state of working order and coordinate repairs as needed.
- Support end users with the maintenance of agency devices, including general repairs as needed.
- Identify outdated and depreciated equipment and coordinate hardware upgrades and changes as necessary.
- Work with the agency accounting department to ensure all purchases are made following agency policies and procedures.

III. Software License and User Account Management

- Maintain agency and user licenses for software used by staff. Including Microsoft Office 365, AD, and Windows.
- Coordinate with remote IS service provider to procure additional software licenses/renew existing licenses when necessary.
- Work together with HR and employee system administrators to ensure necessary user accounts are created and closed in a timely manner across all agency software platforms.
- Work with the agency accounting department to ensure that licenses are kept in good standing and are paid in a timely manner.
- Advise Director of Finance and Administration of needs relating to new software licenses and the renewal of current licenses.

IV. Other Duties

- Coordinate availability between staff in two separate locations and manage time efficiently.

- Work with agency staff on special IS needs and projects, as necessary.
- Participate in agency staff training, ongoing education and team building opportunities.

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Associate degree in computer-related field preferred; 1-year related experience
- Ability to work at and travel between two offices regularly.
- Willingness to work a variable schedule, as needed to complete tasks.
- Proficiency with computer applications, as well as general computer hardware and software knowledge to troubleshoot and support other agency programs.
- Communication and Customer Service skills; demonstrated ability to coach and mentor staff of varying degrees of computer competency.
- Knowledge of Microsoft Windows Server, Microsoft Office365 with Teams, computer networking, personal computer hardware, file server applications, and commercial office copiers.
- Ability to operate computer equipment, manipulate computers, monitors, printers, as well as use tools, such as screwdrivers, etc.
- Ability to lift 25 pounds.
- Valid Ohio driver's license, access to dependable transportation

*All interested candidates should send a resume with salary requirement to:
Human Resources, Catholic Social Services of the Miami Valley, 922 W. Riverview Ave., Dayton OH 45402
Or e-mail to jobs@cssmv.org Or fax to 222-6750*