

## CAREER OPPORTUNITY

**Title:** IS Specialist

**Hours:** Part-Time, 20 hours/week, Non-Exempt

**Brief Description:** Support users with technical issues and needs such as: applications, hardware, communications, and other 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):**

- Complete IS support tickets and add needed documentation for records.
- Set up necessary equipment for new users and train on the proper use of the equipment and applications.
- Provide any follow-up training or instruction on new components as needed.
- Work with IS Team Lead to create and maintain accurate data records for program statics, data analysis, reporting and data management.
- Maintain user security and processes for database access.
- Provide backup for IS Team Lead in all areas of the agency's network structure.
- Interfacing as needed with ODA, staff, vendors, and consultants.
- Keep hardware and software up to date and in proper working order.
- Participate in projects with IS Team Lead.
- Investigate and troubleshoot system issues that may come up with the CSS systems.

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

- Requires associate degree in computer-related field or related certification with experience; 1 year-related experience preferred.
- Ability to work at the 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 Microsoft Small Business Server, Microsoft Office 365 with Teams, computer networking, personal computer hardware, file server applications, iPhones, and mobile applications.
- 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.

*Interested candidates should email a resume and CSSMV application to:*

*Human Resources, Catholic Social Services of the Miami Valley*

*922 W. Riverview Ave. Dayton, OH 45402*

*Or email to [jobs@cssmv.org](mailto:jobs@cssmv.org) or fax to (937) 222-6750*