



Open Position

Position Title: Desktop Systems Support Specialist
Closing Date: August 4, 2010
Location: Crookston, MN
Schedule: Full-time

Benefit Packet Included:

Family health, dental, and vision insurance; any AFLAC plan; flexible spending account for both health and dependent care; 401(k) with a 5% company match; life and LTD insurance; and a free membership to the employee assistance program.

To Apply:

Attention: Jessica Pavlat - HR
Tri-Valley Opportunity Council, Inc.
102 North Broadway
Crookston, MN 56716
Fax: 218-281-0727
Email: jessica@tvoc.org

Please see the Desktop System Support Specialist job description (below) for a more detailed view of the necessary knowledge, skills, and abilities needed for this position.

Tri-Valley Opportunity Council, Inc. is an Americans with Disabilities Act / Affirmative Action / Equal Opportunity Employer



DESKTOP SYSTEMS SUPPORT SPECIALIST

Reports to: Information Technology Manager
Department: Information Technology
Classification: Exempt

Division: Administrative Operations
Grade: 35

The Mission of Tri-Valley Opportunity Council, Inc. is to “Improve the quality of life for people and communities by providing opportunities to meet their needs and realize their potential”.

SUMMARY OF PRIMARY FUNCTION

The Desktop Systems Support Specialist sets up, upgrades, repairs, and supports new and existing desktop computer systems used by Tri-Valley Opportunity Council staff. Consults with users to determine hardware, software or system function needs, remedies the problem areas and provides instructions and support to user as needed.

ESSENTIAL FUNCTIONS

Desktop Systems Support

1. Oversees delivery, setup, and training of new and relocated desktop computer systems.
2. Trouble shoots and repairs problems with supported software and hardware.
3. Develops and provides group and individual training for staff on supported software and systems.
4. Develops training system and written documents for group and one on one situations.
5. Installs new and upgraded software on existing desktop computer systems.
6. Develops and maintains inventory system for computer systems hardware, peripherals, and software.
7. Monitors and maintains compliance with software licensing agreements.
8. Assists/works with Information Technology Manager to coordinate purchasing, setup, and deployment of new and existing computer systems and peripherals.
9. Works with the IT Manager in determining and meeting the needs with in the user community.

Miscellaneous

1. Performs other duties and takes on additional responsibilities as directed by supervisor.

ESSENTIAL COMPETENCIES, SKILLS AND ABILITIES

1. Regularly attends work on time as scheduled. Contacts supervisor/designee when delayed, sick or otherwise unable to be at work as scheduled, as defined by direct supervisor.
2. Is knowledgeable of and complies with Tri-Valley and program policies and procedures and applicable laws and regulations.
3. Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts, parents and clients served, maintaining a professional appearance and positive company image.
4. Conducts self in respectful, cooperative manner when interacting with clients, co-workers and others, and constructively represents Tri-Valley and its programs.
5. Maintains a professional appearance and provides a positive company image within Tri-Valley, customer base and the public.
6. Promotes positive employee interaction, maintains open communication with other programs/departments at Tri-Valley to maintain a high level of knowledge regarding Tri-Valley’s programs, goals and philosophy.
7. Respects the privacy of others by appropriately utilizing and protecting confidential or otherwise privileged information.
8. Ability to work independently, with minimal supervision, as well as work within a team environment. Demonstrates teamwork by cooperating with and assisting co-workers as needed.
9. Ability to follow through to completion with strong attention to detail.
10. Seeks clarification, asks questions when uncertain of position or task expectations.
11. Participates in learning experiences for personal growth and professional development to enhance professional skills and job satisfaction.
12. Participates in program meetings as directed and maintains informed as needed to work effectively.
13. Analyzes and/or reports problems in area of responsibility as they occur and determines/implements solutions as appropriate.
14. Ability to organize and prioritize work, identifying what needs to be completed and ensures the completion in a timely manner.
15. Must be able to handle diverse work problems on a daily basis. Requires ability to set priorities and work schedule, yet adjust to changes necessitated by last minute assignments and deadline requests that may prove stressful.
16. Must relate and interact with people at all levels of the agency and in a culturally diverse environment.

17. Ability to effectively organize, prioritize, solve problems and handle multiple tasks while maintaining high quality of work and meeting deadlines.
18. Ability to work under pressure, in stressful situations and with frequent interruptions.
19. Ability to think and act proactively in order to minimize problems.
20. Above average communication and interpersonal skills.
21. Adapts well to change, has the ability to create and implement changes to positively affect the Corporation or area of responsibility.

MINIMUM REQUIREMENTS

1. Two year diploma in Information Systems Technology or Bachelor degree in Computer Science, Information Technology or closely related field, or four years experience working in a business or corporate environment, supporting and maintaining desktop computer systems running various desktop operating systems.
2. 2 years experience managing, training, and supervising staff in order in the use of supported hardware and software.
3. 2 years experience with the common office productivity suites such as Microsoft Office.
4. Excellent communication skills; verbal and written, technical and non-technical.
5. Proof of valid driver's license and current/adequate vehicle insurance coverage.

PREFERRED REQUIREMENTS

1. Current Microsoft Certified Administrator or two years experience supporting desktop computer systems running various Microsoft Windows operating systems.
2. Two years experience developing systems requirements, bid specifications, work plans and coordinate multiple vendor projects.
3. Ability to communicate fluently in English and Spanish, verbally and in writing.

PHYSICAL DEMANDS / WORK CONDITIONS

1. Working conditions are a typical office environment. The work is sedentary; typically the employee may sit comfortably to do the work. There are no special physical demands required to perform the work. The work area is adequately lighted, heated and ventilated.
2. Requires sitting, standing, bending, stooping and reaching with manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, copy machines, telephone and other office equipment and work under desks/confined areas in order to access and work with computer equipment. Requires the ability to lift and carry up to 75 pounds on level surface and up/down stairs as needed. Requires normal range of hearing and vision.
3. Requires the ability to travel by car, bus, train, air or other means of transportation as needed, providing own transportation as required.
4. Requires flexible schedule including days, nights and weekends as needed to accommodate program needs.
5. Requires extensive work on computer, continuous fine manual dexterity and prolonged sitting to complete work.

ACKNOWLEDGEMENT

1. This position description does not constitute a contract for employment.
2. Contents of this position description reflect the responsibilities, duties, and requirements at this time. Tri-Valley Opportunity Council, Inc. has the right to make changes at any time due to corporation and/or program needs.

I have read this position description, and understand the essential functions, minimum requirements and expectations of the position. I have had the opportunity to ask questions and attest that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name (print) _____

Employee Signature _____ Date _____