

# **DCS IT Specialist**

## **Job Description**

**Reports to: President/CEO or Designee**

### **Summary:**

DCS IT Specialist maintains and improves the technical systems of the agency to ensure all employees have the technology they need to complete their work and the organization's important files and information remain safe and intact. As well as provide technical support in ensuring that the whole company runs smoothly in all MD and DE locations. DCS IT Specialist's monitor and maintain the agency's computer systems, installs and configures hardware and software, and solves technical problems.

### **Essential Duties and Responsibilities:**

- Review diagnostics and assess the functionality and efficiency of systems.
- Implement security measures.
- Monitor security certificates and company compliance of requirements .
- Offer technical support to company staff and troubleshoot computer problems across the agency(this may be in person or over the phone).
- Install and update company software and hardware as needed.
- Anticipate and report the cost of replacing or updating computer items.
- Installing and configuring computer hardware, software, systems networks, printers and scanners.
- Setting up accounts for new users.
- Repairing and replacing equipment as necessary.
- Testing new technology.
- Responding in a timely manner to service issues and requests.
- Must stay up to date on emerging technologies and the potential effectiveness of these advancements in current system.
- Educating staff about network security and best practices for computer usage.
- Multi-tasking and meeting deadlines.
- Other duties as assigned by supervisor

### **Education, Experience, Skills, and Qualifications:**

- Comfort working with diverse population individuals with disabilities, etc.
- Bachelor's degree in computer science, mathematics, or engineering is preferred
- 5+ years of experience in IT or database administration.
- Experience working with following environments: Mac OS, Windows 10 & Windows. Server 2008+ operating systems, Active Directory, Exchange/Office 365, Network Storage, Azure, KACE 1000.

- Experience setting up and troubleshooting various technical equipment such as laptops, video conferencing systems, mobiles, etc.
- Working knowledge of scripting languages (PowerShell, Bash, Java, etc.)
- Working knowledge of relevant operating systems, software and programming
- Excellent problem-solving and critical thinking skills.
- Keen attention to detail.
- Good organization, time management, and prioritization.
- Efficient troubleshooting abilities.
- Effective communication skills, including speaking, writing and active listening.
- Great customer service and interpersonal skills.

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

**Teamwork** - Exhibits objectivity and openness to other's views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

**Computer Skills** – To perform this job successfully, an individual should have strong knowledge of computer operating systems.

**Customer Service** – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff needs; Solicits feedback to improve service; Responds to requests for service and assistance.

**Mathematical Skills** – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Interpersonal Skills** - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

**Oral and Written Communication** - Listens and gets clarification; Responds well to questions; Participates in meetings; Read and comprehend written and verbal instructions. Writes clearly and informatively.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Attendance/Punctuality** - Is consistently at work and on time; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

**WORKING CONDITIONS AND PHYSICAL DEMANDS:**

The environmental factors described here are representative of those that may be present in the workplace while the employee performs the essential functions of this job. While performing the duties of this job, the employee is required to:

- Stand; walk; use hands to finger, handle, grasp or feel -**frequently**
- Reach with hands and arms; push and pull, and talk, hear and smell -**frequently**
- Stoop, kneel, or crouch - **frequently**
- Sitting and/or standing. -**Prolonged & frequently**
- Lift and/or move up to **50** pounds. -**frequently**
- Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.- **frequently**
- Employee will be exposed to odors, dust , fumes and noise. -**occasionally**
- Employee will be exposed to outside environmental conditions. -**occasionally**
- Climbing stairs. -**occasionally**
- Travel may be required. - **frequently**
- Employee must be able to receive, understand, and communicate verbal and written instruction and communicate in the English language.
- Valid Driver’s License and be at least 21 years of age.

Employees Signature \_\_\_\_\_ Date\_\_\_\_\_