

Tenacre Foundation

Technology Services Assistant

Job Title: Technology Services Assistant

Ministerial Designation: Ministerial, non-exempt, 40 hours/week

Department: Technology Services

Reports To: Technology Services Manager

Prepared Date: November 21, 2018

Summary

Assists the Technology Services Manager in areas of project and software research, secondary support for staff, and Data and Email Auditor. Researches projects, assignments and software solutions, provides structured staff training in software, helping staff with data and email organization and management. Also provides auditing and ongoing organization of data and email for Department Managers, Directors, Officers, Vice Presidents and President and supports the Helpdesk as needed.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

Integrity and Ethics – Do the right thing: Makes decisions and acts with Tenacre’s long term interests in mind. Acts with integrity, maintaining the highest ethical standards. Handles confidential information responsibly and maintains visitor and guest privacy. Is flexible and changes quickly based on Tenacre’s changing needs. Is well versed in Tenacre’s safety programs, procedures, policies and consistently follows them. Makes tough decisions to ensure that safety remains front and center.

Attention to Detail: Is thorough in accomplishing tasks no matter how small. Monitors and checks work. Plans and organizes time and resources efficiently even under the pressure of multiple demands.

Team Player: Works cooperatively with others toward accomplishment of a shared goal as opposed to working separately or competitively. Leverages own strengths and demonstrates understanding of weaknesses in order to most effectively contribute to a project. Knows when to lead and when to follow. Reinforces the team concept through all actions.

Demonstrates a Sense of Immediacy: Sets high expectations and achieves them regardless of the barriers. Can be counted on to get things done on time and with excellent quality and results. Pays attention to the details to make sure the job gets done right.

Essential Duties and Responsibilities; other duties may be assigned

- Helps the Manager with research projects, software solutions and assignments providing objective summaries and recommendations
- Works closely with and supports the Technology Services Manager and follows through on all delegated tasks, research projects, training curricula and auditing programs and strategies
- Understands new and existing software solutions at the user level and provides group training and/or continuous periods of one-to-one training to inspire and empower users with confidence and ability

- Supports users in software migration and follows up to ensure users are capable of using new software effectively
- Continuously works with Department Managers, Directors, Officers, Vice Presidents and President to organize the data in their area to maintain order, data storage amounts and network security groups and helps them to follow data storage and archiving guidelines
- Collaborates on an ongoing basis with Department Managers, Directors, Officers, Vice Presidents and President to organize the emails in their area to maintain order and not exceed storage amounts and helps them to follow data storage and archiving guidelines
- Fills in to support the helpdesk team in responding to a wide variety of requests about computers, telephones, TV system, nurse call system, printing, Wi-Fi, and other electronic devices

Qualifications

To perform this job successfully, an individual must be fluent in English with excellent communication, software and training skills and is able to perform each essential duty, as stated above, and any additional duties satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Degree in Computer or Communications related field or equivalent qualification
- Minimum of 4 years experience in any of the following: computer software support, end user support, software project research and support or software training and education
- Member of The First Church of Christ, Scientist