



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

TECHNOLOGY SPECIALIST

FLSA Status: Non-Exempt

Summary of Position: The Technology Specialist is responsible for the purchase and maintenance of hardware and software systems and for providing technical support to staff. The primary function is to ensure that the Agency's technology needs are met and that existing systems run smoothly.

Specific Duties:

Hardware/Software Management

- Develops budgets for and monitors spending on agency technology.
- Ensures Connection's staff is equipped with the appropriate technology.
- Orders and/or repurposes equipment for new hires including desktops, laptops, printers, monitors, docking stations, cabling, network devices, etc.
- Ensures all equipment is collected from staff leaving the agency.
- Responds to requests for new hardware and hardware enhancements from staff and management.
- Configures and maintains printers, scanners, projection devices, monitors, phones and other output and communications devices.
- Populates and maintains the internal technology inventory database.
- Works in conjunction with external technology vendor to diagnose agency-wide devices such as network nodes, access points, etc.
- Ensures the smooth operation of security camera and doorbell entry systems. Creates and replaces entry key fobs.
- Initiates check requests for internal purchases and purchases from the external technology vendor. Tracks equipment and software purchases down to the individual user and area of use for accurate cost allocation.

Technical Support

- Serves as first-line technical support for all agency technology.
- Provides staff support for programs and applications such as issues with email, Teams, and proprietary systems, in conjunction with our external vendor.
- Provides staff support for individual hardware issues in conjunction with our external vendor.
- Coordinates with managers and external technology vendor for configuring the workstations and software for new staff, and de-configuring for off-boarding staff.
- Provides staff training for Office 365, including Outlook and Teams.
- Creates documentation for the use of all in-house systems, technology protocols, and for best practices. Examples include printing, copying, and scanning, security fob usage, recognizing phishing, etc.
- Stays current with software enhancements and recommends new ways to use products and technologies.

Other

- Adheres to the Code of Conduct and Core Values of Connections for the Homeless.
- Performs other duties as assigned.

The following qualifications are requirements for the position:

- High School Diploma or GED
- Two (2) years experience with computer desktop support in an enterprise level organization with a Windows operating environment.
- Basic understanding of computers, printers, projectors, copy/scanners, security systems, and networks.
- Knowledge of Microsoft operating systems (Windows 10 Pro)
- Working knowledge of Office 365 software and internet browsers.
- Excellent communications skills (active listening, written & verbal)
- Ability to multitask, prioritize appropriately.

- Ability to work collaboratively with a wide variety of people and providers.

Other requirements:

- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Data Manager

May, 2021