



Opportunities, Inc.

Job Title:	IT Assistant	Department:	IT
Location:	Main Campus	Travel Required:	Limited
Classification:	Non-exempt	Position Type:	Part time

Job Description

SUMMARY

Responsible for assisting the Director of Information Technology with a variety of tasks related to information systems at Opportunities, Inc.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High school diploma or equivalent
- 2 years' experience related to computer hardware maintenance and software usage on both Windows and Apple

Certifications/Licenses:

- Valid driver's license/insurance

Required Skills/Abilities:

- Proficient in operating systems including Microsoft Windows, Android, and IOS
- Familiarity with various software applications
- Familiarity with network cabling and infrastructure
- Ability to troubleshoot common hardware/software issues
- Excellent interpersonal skills
- Exceptional planning and organizational skills
- Effective problem-solving skills
- Ability to remain calm in stressful situations

MAJOR RESPONSIBILITIES AND DUTIES

- Trains staff in the use of computers, software applications, and *Security Policy*.
- Inputs and edits information on computers as needed.
- Maintains inventory of computer hardware, software, and supplies related to automated services.
- Implements, maintains, and develops various computer systems and programs for use by Opportunities, Inc.
- Creates and maintains network address books and email groups.
- Continues education and maintains current knowledge and trends in computer fields.
- Installs and maintains computer hardware/software and troubleshoots as needed.
- Monitors, plans, and coordinates the distribution of client/server software and service packs.
- Performs any other related duties as required or assigned.
- Performs duties and responsibilities in a manner consistent with the five core values of Opportunities, Inc.-integrity, compassion, accountability, respect, and excellence (iCARE).

PHYSICAL REQUIREMENTS

- Frequent sitting, bending, standing, walking
- Must be able to lift up to 50 pounds at times

Supervisory responsibilities: N/A

Reports to: Director of Information Technology

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

I acknowledge that I have read and understand the requirements, major responsibilities and duties of the above job description.

Staff Signature:		Date:	
Supervisor Signature:		Date:	
Last Updated By:	Sherry Young	Date:	2/2/2021