

JOB DESCRIPTION

POSITION: Information Technology Specialist
AGENCY: Trumbull Community Action Program
EMPLOYEE TYPE: Hourly

GENERAL DUTIES:

The Information Technology (I. T.) Specialist is responsible for maintaining all of TCAP's computers and systems. This includes but is not limited to maintenance and education/training. The I. T. Specialist must develop, coordinate, guide and maintain information systems strategic and operational plans to support all of the Agency programs and departments.

RESPONSIBILITIES AS AN INFORMATION TECHNOLOGY SPECIALIST:

- Troubleshoot problems that may occur within TCAP's computer network, including but not limited to program specific computer programs.
- Responsible for the implementation of network systems, including but not limited to testing network components/applications to ensure that users can access applications.
- Executes plans for back-up and recovery systems and ensures their proper implementation in a timely manner.
- Repair, replace or upgrade staff assigned computer equipment as needed.
- Recommends purchase of and assists in getting required approval, acquiring and installing recommended tools in a manner to meet the identified need.
- Analyze network needs and recommends practical solutions.
- Update existing and developing/implementing new agency software as needed.
- Providing training for agency staff on new software, equipment and/or systems.
- Data Entry for Agency programs.
- Work with department heads to manage the purchase, protection, licensing, maintenance and replacement computer equipment and systems.
- Assures that software is utilized according to licensure agreements.

- Consults with appropriate vendors to resolve technical issues as needed.
- Recommends new or improved procedures and/or technologies which address organizational needs.
- Stay abreast of new and improved hardware and software tools by reading industry trade publications, attending seminars, etc., on a regular basis.
- Assists in preparing Agency computer operations budget and monitors expenses.
- Consult on organizational, procedural, and work-flow improvements for the Agency.
- Administer the Agency website and email system.
- All other duties as assigned.

QUALIFICATIONS

- Must have formal technical training.
- Experience and extensive knowledge with computer operating systems and software as well as network administration.
- Familiarity with website development and database system concepts.
- General technical knowledge of computer hardware and computer maintenance.
- Strong problem-solving and analytical skills.
- Must pass a background check and random drug screens.
- Must be physically able to perform duties and requirements of job.
- Must be able to maintain confidentiality.

SALARY AND BENEFITS

Salary range existing for position; placement in that range contingent upon available funding. Complete benefit package available.