

PENNSYLVANIA COALITION AGAINST DOMESTIC VIOLENCE

Job Title: IT Support Specialist
Department: Operations
Reports To: Director of Information Technology
FLSA Status: Non-exempt, Full-time
Approved By: Human Resources

STATEMENT OF RESPONSIBILITY FOR STAFF

At PCADV, we embrace diversity and our collective strength. We believe in creating a community where systems support all so everyone can thrive. PCADV is committed to actively growing and developing for all who serve within the organization. We are passionate about building and sustaining an inclusive and equitable working and learning environments for all employees. To sustain a culture of accountability, every PCADV employee is responsible for the following behaviors and values:

- Accountability - we improve our organizational culture by engaging in healthy and constructive feedback behaviors
- Celebrate - we acknowledge and celebrate our diversity through active understanding and respect. Everyone associated with PCADV is expected to engage in allyship behaviors, make connections, challenge stereotypes, and address incidents of unconscious bias
- Engage - we engage each other by providing tools for success, get to know others, allow others to grow, recognize the efforts of others, encourage teamwork through reciprocity with acts of kindness. We center relationship building in our work as colleagues.
- Identifying challenges and problem solving - we identify gaps in communication, foster an environment of open and direct communication without repercussion, allow others to be and feel heard, define boundaries for awareness and safety and seek solutions to problems big and small.
- Discovering - we commit to process discovery by highlighting opportunities, finding information, and measuring outcomes of organizational and team goals.

POSITION SUMMARY

The IT Support Specialist (ITSS) provides essential IT support within PCADV's primarily macOS-based environment. This full-time role, under the supervision of the Director of Information Technology, is responsible for managing daily technical support requests, resolving and escalating issues, coordinating inventory and procurement, supporting hardware and software setup, and maintaining IT SAAS services & databases. The ITSS collaborates with the IT team to enhance service delivery, ensure accuracy of departmental records, and maintain organized documentation.

SUPERVISORY RESPONSIBILITIES:

This position does not have any supervisory responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Key duties include, but are not limited to:

- Support IT requests through the helpdesk system, ensuring timely documentation and resolution of issues related to macOS, Windows OS, Microsoft365 Services, Networking, collaboration and presentation software
- Maintain and update IT Asset management system, facilitate hardware replacement inline designated life cycles and lease renewals, ensuring compliance with security and audit protocols
- Assist with the administration of Microsoft 365 services, identity management, applications, and the Power Platform
- Facilitate staff onboarding, offboarding, and end user training
- Deploy computer systems as required, ensuring compliance with technology standards
- Assist in managing organizational endpoints with our MDM systems
- Maintain and support office technology, including audio/video meeting systems, printers, networked devices, and security systems
- Troubleshoot and assist with network issues, repairs and maintenance
- Act as a liaison to technology vendors, coordinating services, repairs and new implementations
- Routinely test backup systems, including data systems and backup generators, to ensure reliability
- Participate in PCADV staff meetings and attend relevant IT training sessions

EDUCATION AND EXPERIENCE

Associates degree OR a relevant combination of education and experience in relevant field will be considered; Minimum of three years of experience using and supporting Apple macOS hardware/software; Minimum of three years using and supporting Office365/Microsoft365

QUALIFICATIONS AND COMPETENCIES:

Desired Certifications:

- Apple Certifications (Apple Device Support, Apple Deployment and Management, Mac Security Compliance)
- MDM Certification (Iru/jamf/Intune)
- Microsoft 365 Certified: Fundamentals
- Microsoft Certified: Identity and Access Administrator Associate
- Proficient in macOS and Windows 11 system management

Additional Competencies:

- Fundamental understanding of networking
- Microsoft Certified: Azure Fundamentals
- Microsoft Certified: Information Protection and Compliance Administrator Associate
- Microsoft Certified: Power Platform App Maker Associate
- Zoho CRM Administrator Certification
- Experience with FileMaker Pro or databases software
- Strong time-management skills with a demonstrated ability to meet deadlines

OTHER REQUIREMENTS

- Reliable transportation and ability to travel for work; limited overnight travel may be required
- Available for occasional after-hours support
- Commitment to PCADV's mission, vision, and values
- Adherence to confidentiality regarding organizational and personnel information
- Ability to work collaboratively with a diverse team

COMMUNICATION SKILLS

- Strong written and verbal communication abilities
- Effective communication in person, over the phone, and via video calls
- Skillful in presenting to groups and adapting to varied learning styles
- Ability to convey information tactfully and respectfully across all organizational levels

REASONING AND OTHER ABILITIES

- Independent and team-oriented, with strong problem-solving skills
- Able to manage multiple tasks under pressure and adjust to time-sensitive priorities
- High attention to detail and professionalism, maintaining confidentiality on sensitive issues

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk, hear/listen, and utilize a telephone and computer system. The employee may frequently move and sit. Specific vision abilities required by this job include ability to adjust focus. Some overnight travel may be required.

- Ability to lift up to 50 pounds
- Comfortable working on floors and under furniture to connect and manage cabling
- Fine motor skills for assembling/disassembling computer equipment

WORK ENVIRONMENT

The work environment described here is representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This is a hybrid position and will require time in the office. The work environment may vary depending on the employee's working conditions.

This is a hybrid position and requires time in the office 2-3 days week. The candidate must either reside in the immediate area or within 2 hours from Harrisburg, PA.