



## Position Description

**Title:** IT Specialist  
**FLSA Status:** Exempt  
**Location:** In-Office/ Hybrid  
**Reports to:** IT Manager  
**Salary Range:** Based on Experience

### PRIMARY PURPOSE OF THE POSITION:

This position reports to the IT Manager with the explicit purpose to generally design, operate or maintain technology products and provide services related to software, hardware, databases, Web resources, networks and enterprise systems.

**KEY RESPONSIBILITIES:** The following statements describe the key responsibilities to be performed by the position. Key responsibilities are those the individual must be able to perform unaided or with the assistance of a reasonable accommodation.

- Application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software, or system functional specifications
- Design, development, documentation, analysis, creation, testing or modification of computer systems or programs, based on and related to user or system design specifications
- Design, documentation, testing, creation, or modification of computer programs related to machine operating systems
- Manage data and secured files
- Assess infrastructure on a regular basis to ensure it continues to meet necessary demands
- Protect customer data from outside infiltration through encryption, secure data storage and other necessary means
- Assist with the installation of new hardware and software and help train employees on its use
- Procure, install, modify, and make repairs to personal computer hardware and software systems, and provide technical advice and support to system users
- Install hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises
- Load appropriate software packages such as operating systems, networking components and office applications
- Ability to work after hours, holidays and weekends, if necessary, to meet deadlines and/or to minimize disruptions to IMS staff or clients when providing upgrades
- Assist in the customization and adaptation of existing programs to meet users' requirements
- Provide telephone, in-person, and online support to end-users
- Coordinate activities with network services and information systems groups
- Provide updates, status, and completion information to manager and/or users, via voice mail, e-mail or in-person communication
- Refer major hardware problems to service personnel for correction
- Connect users to networks and provide initial training in facilities and applications
- Administer e-mail and anti-virus systems
- Assist in research and procurement of computer accessories and supplies
- Provide prompt and courteous response to incoming calls and website inquiries
- Maintain a clean and organized work area
- Complete all assigned tasks accurately and in a timely manner

IMS philosophy is to maintain a flexible, cooperative, and collaborating work environment; in that regard, this position will be expected to perform duties outside the key responsibilities.

**MINIMUM REQUIREMENTS:** Following is the requisite education and/or work experience for this position.

- Excellent IT, communication, and leadership skills
- Ability to work after hours, holidays and weekends, if necessary, to meet deadlines and/or to minimize disruptions to IMS staff or clients when providing upgrades
- Ability to fill multiple roles simultaneously
- Must be flexible within the department to complete a variety of tasks to achieve maximum end-user satisfaction

**SUCCESS SKILLS:** The following are the skills needed to be successful in this position. Examples: leadership, communication, innovation, conflict management, problem solving, self-starter, etc.

Communicates professionally and effectively, both verbally and in writing, with supervisors, colleagues, and individuals inside and outside the company. Works effectively and relates well with others including supervisors, colleagues, and individuals inside and outside the company. Exhibits a professional manner in dealing with others and works to maintain constructive working relationships. Depended upon to report to work at the scheduled time and seldom absent from work. Completes work in a timely, accurate and thorough manner and is conscientious about assignments. Utilizes analytical skills and possesses ability to follow direction in an environment where a sense of urgency, in terms of maximizing production and minimizing downtime, is present.

**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.

- This position operates in a professional office environment.
- Regularly required to talk and hear, and frequently required to stand; walk; use of hands to manipulate, handle or feel; walking, carrying, reaching, standing, and stooping.
- May require occasional lifting/lowering, pushing, or pulling up to 20 lbs.