

# JOB DESCRIPTION

## *FAMILY SERVICE ASSOCIATION*

21250 Box Springs Road, Suite 211, Moreno Valley, CA 92557 (951) 275-5055

### **Operations Technician (Computers/Technology)**

Salary: \$15/hour

Duties:

1. Liaison with outsourced IT provider
2. Administrator on major software platforms in use throughout the agency
  - a. ETO/Social Solutions
  - b. Laserfische
  - c. Time Rack
  - d. Center Track
  - e. Desired Results
  - f. SAMS/EZQ
  - g. ELMR
  - h. Others as implemented
3. Technical advice on contract specific software deployed in program departments
4. Confer with staff, users and management to establish requirements for new systems
5. Develop and implement a planning process along with supervisor and outsourced IT provider for replacement of computer hardware/software that works to balance computer needs and agency budget realities.
6. Provide staff training on IT issues/software applications
7. Provide staff support on IT issues while still insuring that the outsourced IT agency's services are fully utilized.
8. Develop evaluations of software or hardware and recommend improvements or upgrades
9. Review the complete inventory of all computer hardware and software maintained by outsourced IT agency and assure its accuracy.
10. Oversee inventory of computer/technical equipment that is not in use and coordinate the safe disposal of outdated equipment with outsourced IT agency.
11. Administer agency website and make changes/edits as needed to assure that it remains current (especially related to events and newsletters)
12. Recommend system upgrades as needed
13. Assist in the creation of the electronic newsletter for the agency
14. Train personnel in the proper use of computers and software as needed
15. Provide assistance with technical issues as needed (computer/projector issues in meeting rooms, telephone conference call set up, etc.)
16. Other computer support tasks as needed and directed

Report to: Operations Director

Minimum Qualifications:

CA Drivers License

Completion of formal and informal education sufficient to assure the ability to read and write English and to communicate at the level required for successful job performance

Minimum of 3 years experience with computer hardware and software  
Sufficient knowledge of computer networking systems to be capable of duties described above

Licenses & Certifications:

Physical & Mental Demands:

Sufficient concentration and attention to work in a multi staff person environment  
Ability to handle high stress/problem solving situations  
Ability to lift/carry up to 50 pounds  
Ability to perform tasks that require bending/stooping  
Ability to perform public speaking