



**POSITION DESCRIPTION**

<b>TITLE: Help Desk Support Specialist</b>		<b>SUPERVISOR: IT Manager</b>	
<b>PIN:</b>	<b>DIVISION: Operations</b>		<b>DEPARTMENT: Information Technology</b>
<b>JOB CODE:</b>	<b>GRADE:</b>	<b>EEO CODE:</b>	<b>FLSA STATUS: Exempt</b>
<b>DIV. DIR. APPROVAL:</b>			<b>EFFECTIVE DATE:</b>
<b>HR APPROVAL: Shontae Jones</b>			

**POSITION SUMMARY:**

This position primary objective is to install and support computers and network equipment at remote Arc sites including Arc residential homes. Also, act as “help desk” support and main contact for all users at these sites. Assist in the development and implementation of procedures necessary to ensure that environments operate at peak efficiency.

**DUTIES & RESPONSIBILITIES:**

**Essential Job Duties:**

Install and support computers at Arc Community Living (CL) residences:

- Coordinate with CL Directors for priority list of homes.
- Sign-up for Internet Services (when needed).
- Setup computers with the necessary software and configuration for deployment.
- Document homes that have been completed and keep inventory of PC’s.
- Conduct assessment of designated site to determine setup configuration.
- Install computers.
- Setup house staff with accounts and train them on usage.
- Install printer/fax/scanners if required.
- Maintain a stock of toner for all CL Living printers in the homes.
- Run Reports in Kaseya to keep inventory up to date.
- Keep Windows Software updates on PC’s.
- Perform support to CL Homes remotely with Kaseya. If not able to fix the problem remotely, visit the homes.
- Prioritize and schedule troubleshooting and repairs.
- Contact Internet Provider if internet is down.
- Train staff on rebooting computers and routers.

Install and support computers and network equipment at Arc Locations (Seton, Homeland, Dundalk and Main Office).

- Member of Onboard/Exit group – Create/Edit/Delete User Accounts within Active Directory, E-mail, etc.
- Install and upgrade computers at the request of managers at the Arc Locations
- Make repairs and upgrades to hardware and software.
- Troubleshoot network (switches and firewalls) or internet (VPN) problems.
- Analyze future hardware and software needs.
- Promote staff training.
- Train all users with logging into system.
- Maintain a stock of toner for all printers at Arc Sites that are not part of the main contract with Advance.
- Keep IT Troubleshooting Guide up to date for Employees in CL Homes, Arc Offices and Remote Users.

**Non-Essential Job Duties:**

- Supervise interns and volunteers.
- Consult with other staff regarding technological matters not directly related to the MIS (e.g. phones, security systems etc.)
- Perform other duties assigned by supervisor.

**EDUCATION /SKILLS/ EXPERIENCE:**

- High School diploma, with three years of relevant experience is required. Associates Degree with supervisory experience preferred.
- Nationally recognized certifications preferred
- Position requires initiative and independent judgment.

**WORKING CONDITIONS:**

- This position will service equipment and software at six satellite offices and multiple residential houses throughout the Baltimore Area.
- Hours are typically 8:30AM – 4:30 PM
- Must be able to work flexible hours. May be required to work some evenings and weekend hours.
- A valid Maryland driver's license is required.
- Travel to different sites is required
- The position is classified as moderate lifting: Lifting 60 lbs. maximum with frequent lifting or carrying of objects weighing up to 15 lbs.

**SKILLS:**

- Office 365, Office 2016
- Windows 10 and higher
- Active Directory
- Multi-Factor Authentication
- User Support
- Good Communication Skills

- Good Organization Skills

**ACKNOWLEDGEMENT:**

I acknowledge that I have read, understand, and received a copy of this job description.

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*Employee Printed Name*                      *Employee Signature*                      *Date*

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*Witness Printed Name*                      *Witness Signature*                      *Date*

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