Title: IT Support Specialist

Momentous Institute, a charitable, not-for-profit organization serving children and families since 1920 is currently seeking to fill a position for **IT Support Specialist**. The IT Support Specialist position provides frontline technology support services to 300+ internal users across a broad spectrum of hardware and software applications. With minimal supervision, this candidate will assist in identifying, researching and resolving technical problems, responding to support request tickets, providing technical assistance, and developing technical documentation for IT-related tools and processes.

Momentous Institute offers competitive salary and benefits, and a great working environment grounded in the organization's core values of Respect, Stewardship, Innovation, Collaboration and Hope.

RESPONSIBILITIES

- Evaluate, triage, and respond to requests for technical support from internal users.
- Prepare, deploy and maintain desktop hardware, software, peripherals and mobile devices using OS image configuration and deployment standards and other process and automation solutions.
- Audit and maintain file server infrastructure through proper access controls.
- Work with third-party service providers to ensure the proper level of technical acumen and quality are executed within the contracted services.
- Administer Cisco VoIP devices through Cisco Unity Connection Call/Voicemail Manager.
- Manage inventory to include acquisition, tracking, and decommissioning of workstations, peripherals, and mobile devices through Asset Panda inventory management. Identify areas in need of process documentation, and work with the teams to create, document, and train on the process.
- Provide ad hoc training to users in basic hardware and software use. Schedule and conduct new employee IT orientations.
- Collaborate with team members on policies/procedures, hardware/software, and new technology integration.
- Provide A/V support for internal and external presentations as assigned.
- Identify areas in need of process documentation and work with those teams to create, document, and train on the process.
- Prioritize network security and maintain confidentiality of client/student, staff, and corporate information.
- Escalate problems and issues outside the position's defined scope to senior members of the IT team.
- Maintain knowledge of industry best practices regarding desktop support and network operations.

REQUIREMENTS

Education: High school diploma and IT job-related coursework from an accredited college, university, or trade school required. Bachelor's degree in Computer Science/Information Systems or a related field or equivalent certifications (CompTIA certs, MCSA, etc.) preferred.

Skills:
- Able to communicate effectively and professionally both orally and in writing.
- Able to manage projects independently with minimal supervision.
- Able to meet deadlines and manage multiple demands simultaneously; highly organized.
- Familiarity with a variety of IT concepts, practices, and procedures including security, networking, desktop & application support.
- Able to recognize and embrace change in a dynamic and evolving organization.
- Committed to service and Momentous Institute's core values of Respect, Stewardship, Innovation, Collaboration and Hope. ***Strong service orientation required.***

License/Certificate: Valid Texas Driver's License

HOW TO APPLY

Interested parties should submit a resume and cover letter to ITemployment@momentousinstitute.org

All employment offers are contingent upon successful completion of a criminal background investigation, including a check of the National Sex Offender Registry.

www.momentousinstitute.org

www.salesmanshipclub.org