

CASA of Central Texas, Inc.

POSITION DESCRIPTION

Title: Information Technology Systems Technician
Status: Exempt / Part-time (15-20 hours per week)
Schedule: M-F with occasional evenings and weekends
Reports to: Controller
Location: New Braunfels, TX or San Marcos, TX

ABOUT US:

We envision a world where every child thrives in a safe, stable, loving home. CASA of Central Texas (Court Appointed Special Advocates) provides high quality best interest advocacy for children and youth in the child welfare system. We train and empower community volunteers to ensure children's needs are met and their voices lifted. We commit to strengthen the connections and well-being of children in foster care, one family at a time. CASA of Central Texas is a 501(c)(3) non-profit organization that has been in operation since 1985. In 2022, we served 562 children (65% of children in care) with 255 volunteers in Caldwell, Comal, Guadalupe and Hays Counties.

VALUES & PRIORITIES:

CASACenTex core values include advocacy, dedication, compassion, support, integrity and relationship. Our strategic priorities focus on engaging community partners and stakeholders to build strong relationships; improving workforce stability and retaining operational knowledge; strengthening business practices for efficiency and effectiveness; and proactively marketing our organization to build and grow within our service area.

JOB SUMMARY:

The Information Technology Systems (ITS) Technician is responsible for maintaining computer, phone and technology equipment systems within the business setting. Duties include installing hardware (computers, phones, and other equipment), installing software, updating or repairing existing systems and troubleshooting problems with hardware and software. This position is a key role on our administrative team as it contributes to the health of the agency's physical assets and technology systems.

This position works closely with executives and staff, requiring cross-departmental collaboration. To succeed in this position, candidates should be resourceful, creative, analytical, adaptable, and organized with the ability to build rapport with internal staff, vendors, and all levels of our team. Exceptional communication, computer, and problem-solving skills are essential. The ideal candidate will be a professional contributor to technology administration, asset management,

and information security; have a passion to share the CASA mission; love analysis and troubleshooting; and enjoy behind-the-scenes work.

A quality ITS Technician is someone who also values continued education. This quality motivates them to pursue certification courses to provide maximum support to their coworkers. They also have an investigative nature that helps them analyze problems with hardware or software and find solutions in a timely manner. Further, a good ITS Technician has a personable nature, which allows them to work well with their coworkers and help employees to feel comfortable asking for help.

QUALIFICATIONS:

- Bachelor's degree in Computer Science, preferred.
- Other post-secondary degree accepted when combined with at least 2 years of relevant experience in a workplace setting and demonstrated application of technical knowledge (i.e. networking, computer repair and troubleshooting).
- Tech industry certifications, especially Microsoft and vendor-neutral certifications, preferred.
- Foundational-level knowledge of cloud services, such as standard practices, considerations and benefits.
- Fluency in SaaS solutions; particularly Microsoft 365 offerings.
- Strong familiarity with the Microsoft 365 cloud service options currently available.
- Familiarity with common ITS challenges, such as enterprise license management and support plan management.
- Proactive ability to organize and prioritize quickly; strong time management skills with the ability to manage multiple assignments and deadlines.
- For internal candidates, on-the-job training may be substituted for the above requirements, with certification training to be completed within 1-2 months and proficiency to be demonstrated within 3 months of placement.

ESSENTIAL JOB FUNCTIONS:

Information Technology:

- First level responder, manager and knower of all capabilities of company software applications, ie. what are they capable of doing and how they fit within our organization.
- Use knowledge of computers to ensure that company employees have up-to-date hardware and software to complete their jobs properly.
- Implement and provide ongoing management of Office 365 across the organization; ensuring end-user knowledge and satisfaction.
- Responsible for helping employees learn how to use software programs and hardware; train one-on-one and conduct group classes as needed; create and distribute how-to instructions.
- Work closely with outside ITS vendors to troubleshoot hardware and software problems and install new equipment; oversee help ticket submissions; complete basic fixes.
- Frequently check email, text and voicemail to see if help requests have been submitted from employees; promptly respond to urgent requests.

- Troubleshoot network problems and individual user hardware or software problems; pay close attention to the user's description of their computer problem and ask questions to identify the problem and determine how to solve it.
- Set up computer hardware, software, phones, and other associated devices such as printers and scanners for all employees across departments; ensure onboarding and offboarding of employees are completed timely.
- Work closely with outside ITS vendors to carry out scheduled maintenance of computer systems and networks.
- Oversee distribution of devices (computers, phones, etc.); create inventory logs and keep up to date at all times.
- Contribute to periodic cybersecurity analysis projects and implement technical recommendations.

Other Responsibilities:

- In accordance with team philosophy, perform other related duties as may be requested by the Controller and CEO.
- Maintain confidentiality of CASA clients, volunteers, staff and donors; protect confidentiality by being aware of information in workspace and of persons who can hear confidential conversations; utilize locking enclosures for paper and electronic information.
- Participate in minimum 12 hours annual self-development training.
- Attend conferences and workshops, meetings and events as requested.
- Provide general support for advocate recognition and fundraising initiatives, projects and events, as requested.
- Assist in community education and raising awareness about the CASA program.
- Demonstrate and champion alignment with CASA vision, mission, and values in daily work.
- Travel to/from CASA offices located in New Braunfels and San Marcos; travel in 4-county service area; and occasional travel to other locations.

Other Knowledge, Skills, and Abilities:

- Communication, listening, customer service, problem-solving, analytical skills.
- Strong project and process management. High attention to detail and accuracy. Comfort with tasks ranging from daily routine to specialized. Ability to be flexible and multitask. Excellent people skills with the ability to partner with a dynamic leadership team. Strong interpersonal, written and verbal communication skills. Patient and adaptable approach, working with cross-disciplinary teams in a collaborative style. Ability to work independently, be goal-oriented with initiative, and handle multiple priorities, task and deadlines. Ability to work in sensitive situations, with sensitive information, and maintain confidentiality.

Work Environment and Physical Demands:

- Prolonged periods of sitting at a desk and working on a computer. Reach with hands and arms. Stand, walk, sit; use hands to finger, grasp, handle, feel or operate objects, tools or controls; and speak, hear and read. Occasional public contact in-office and out-of-office. Occasionally required to kneel, bend and crouch. Occasionally lift and

move up to 20 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Subject to the usual interruptions associated with providing friendly service and performing multiple duties; respond courteously and professionally; operate typical business office equipment; duties normally provided in surroundings where undesirable physical conditions and hazards are minor and controllable.

- Sometimes required to attend off-site functions and will be required to provide own transportation (mileage reimbursed).
- Business appearance and proper grooming/hygiene required and determined by professional situation. i.e. Business casual, Business professional, cocktail/black tie, etc.
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have received, read, and understand this Position Description for ITS Technician. I hereby certify that I have the ability and I agree to perform this job to the best of my abilities, the functions and duties described herein, with or without reasonable accommodation. I understand that this document does not constitute an employment contract or alter my "at-will" employment status. I further understand that the duties and responsibilities described herein are subject to change or modification, as determined by management, and that I am responsible for performing any job duties, or other tasks, and responsibilities that may be assigned, and/or directed by management.

_____	_____	_____
Employee Name, Print	Signature	Date