

RCS EMPOWERS, INC.

Date Established 04/19/10
Review Date 03/31/11

JOB DESCRIPTION: Information Support Specialist – PT

POSITION LEVEL: Professional

QUALIFICATIONS: Associates Degree in IT computer support or related field. Knowledge of computer hardware, software, and network operations and capabilities, including basic understanding of network servers. Entry level position.

REPORTING SUPERVISOR: Vice President/Business Services

POSITIONS SUPERVISED: None

PAY RANGE: \$10.74 - \$14.39/hour

GENERAL DUTIES:

To provide support to the agency's Information Technology needs.

* Denotes essential job functions.

SPECIFIC DUTIES:

- * 1. Install and maintain all PC hardware, software, operating systems, and attached devices.
- * 2. Maintain a log of all PCs, including serial number, hardware, and software.
- * 3. Provide user support for PC operations, data and document backup, anti-virus software, and Microsoft Office applications, as needed.
- * 4. Provide training for users on all Microsoft Office products and peripherals used by the agency.
- * 5. Document computer related cabling schemes.
- * 6. Catalog and store all spare backup hardware.
- * 7. Arrange for repair or disposal of non-working equipment.
- * 8. Monitor the daily network backups.
- * 9. Maintain agency websites.
10. Assist with updating the agency's 3 year tech plan.

11. Perform any other duties as may be assigned by the Vice President/Business Services.

PHYSICAL REQUIREMENTS OF THE ESSENTIAL JOB FUNCTIONS:

1. Skill in communicating in spoken conversation - adequate volume speech.
2. Skill in writing/reading.
3. Skill in mathematics.
4. Normal hearing required for conversation, telephone use, and emergency information systems.
5. Visual acuity, depth perception, and field of vision within normal range.
6. Must be independently mobile on all surfaces and situations.
7. Must be able to move safely about work area.
8. Must be able to lift and carry up to 25 lbs. on a frequent basis.
9. Must have bilateral use of hands for repetitive fine manipulation.
10. Must have full active range of motion of upper extremities.
11. Must be able to turn head 180 degrees frequently.
12. Must have the physical stamina to work at least 8 hours per day.

EMOTIONAL REQUIREMENTS OF THE ESSENTIAL JOB FUNCTIONS:

1. Must be able to change routine in a positive manner.
2. Must be able to follow through on assignments independently.
3. Must have good organizational skills.
4. Work output must be at a competitive level.
5. Must be able to solve problems as they arise.
6. Must have stable work behaviors on a daily basis.
7. Must have adequate individual coping skills.
8. Must be able to maintain good work attendance.
9. Must be able to participate in decision-making.
10. Must be able to respond appropriately to emergency situations.

- 11. Must be able to exercise good judgment in an effort to maintain a safe work environment.

APPAREL:

Attire appropriate to the local business community and business offices.

CONFIDENTIALITY STATEMENT

I acknowledge the receipt of a copy of the Client Bill of Rights and understand that persons receiving services (participants) at RCS are protected under these rights. I further understand that I am **not** to discuss issues concerning RCS participants working at RCS as this information is confidential and cannot be released per state law.

I am also aware that violation of participants' rights, which includes breach of confidentiality, will result in my services no longer being needed by RCS and could result in criminal and civil liabilities.

I acknowledge the receipt of and agree to abide by the Code of Ethics policy.

Further, I understand the responsibilities of this position and am capable of performing the physical and emotional demands required.

Signature

Date