

# **Stepping Stones of Rockford, Inc.**

## **Job Description**

**Job Title:** IT Support Technician (Non-Exempt)

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### **Summary:**

Under the supervision of the Network Administrator and the Director of Building and Grounds, the IT Support Technician provides support for updating systems, troubleshooting problems, providing hands-on support for IT issues and acts as back up to Network Administrator.

### **Responsibilities/Essential Functions:**

Provides technical support via phone, email, remote access software or in person to onsite and remote users of computer applications and hardware (e.g,PCs,) Phones, Printers, Mobile Phones).

Assists users and provides support for personal computers/peripherals. Also completes tracking, configuring, and deployment for the IT department.

Assists with the design, implementation, and ongoing support of new software and features.

Collaborate with other IT functions including network services, software systems and/or application development to restore service and/or identify problems.

Organize and schedule upgrades and maintenance, occasionally during non-business hours.

Create and update technical documentation such as user work instructions and departmental KB articles.

Documents solutions to problems and recommends fundamental changes to systems configurations to prevent recurrences.

Inventories all agency information systems and their hardware.

Adheres to clients' rights under the Mental Health Code, Confidentiality Act, HIPAA and Rule 50 of the Office of Inspector General, abides by Stepping Stones Code of Ethics and Professional Practice.

Attends all required training and staffing.

Adheres to Stepping Stones' Policies and Procedures.

Performs other duties as assigned.

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#### **Contacts:**

Network Administrator, CEO, DF, DS, DBG, CQI, Rehabilitation Supervisors, Program managers, administration, and support staff. The Manager of Information Systems has contact with many outside vendors including Credible, Entre, Google, Netsmart- CMHC, Earthlink, Comcast Cable, Microsoft, website consultants and Per Mar.

#### **Supervisory Responsibilities:**

None

#### **Qualification Requirements:**

Strong customer service skills and ability to work under pressure; ability to maintain awareness of and seek to meet the needs and wants of user without being prompted. Proficient knowledge of printers, desktops, laptops, IP phones, mobile devices. Strong knowledge of Windows operation systems and Microsoft Office desktop applications. Familiarity with Active Directory, Microsoft 365 and the ability to solve problems, learn quickly, and multi-task. Good verbal, written and interpersonal communication skills. Solid organizational skills and the ability to handle multiple projects simultaneously. Ability to work overtime is required to support IT upgrades, services or troubleshooting.

#### **Education:**

Associate or bachelor's degree in computer science, information systems or related field. Related Certification (s) is a plus (e.g. CompTIA A+, Microsoft Certified IT Professional) A minimum of two years of previous High school degree or equivalent required. Advanced education is preferred. IT experience required.

#### **Physical Requirements:**

While performing the duties of this job, the employee is frequently required to drive, sit, talk over the phone and use the keyboard. They will sometimes need to stand, walk, talk on the phone, bend, carry, crawl, install, kneel, squat, use power tools and lift to 50lbs. Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions.

#### **Work Conditions:**

The MIS office is quiet with frequent interruptions from staff for technical assistance. When providing technical assistance on the residential sites the atmosphere is moderately noisy and there is some risk involved with client contact.