



Families On The Move of New York City, Inc. (FOTM)
Yesterday, Today, Tomorrow...Families On The Move.

Job Description

Program Title: IT Technician Consultant
Agency Title: IT Consultant

Reports to: Director of Operations
Status: Consultant

Objective:

The IT Technician Consultant (ITTC) is responsible for the overall management and oversight of the agency's Network and computer systems. This position must have a thorough knowledge of computer software and hardware and a variety of Internet applications, networks and operating systems. The ITTC installs and removes software from computer systems and networks, diagnoses and repairs technical issues, and plans, designs, implements and manages user networks.

General Accountabilities

- Provides services through telephone, email and face-to-face contact.
- Assembles hardware and installs or deletes software to ensure all hardware and software are working properly.
- Ensures electrical safety standards are met.
- Recovers any lost or accidentally deleted data.
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Troubleshoots computer hardware (HDD, mouse, keyboards, etc.) to ensure functionality
- Installs and configures appropriate software and functions according to specifications
- Develops and maintains local networks in ways that optimize performance
- Ensures security and privacy of networks and computer systems
- Provides orientation and guidance to users on how to operate new software and computer equipment
- Organizes and schedules upgrades and maintenance without deterring others from completing their work
- Performs troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintains records/logs of repairs and fixes and maintenance schedule
- Identifies computer or network equipment shortages and disseminates information to FOTM Management
- Assists FOTM staff with computer problems and answer their questions
- Conducts daily network backup operations
- Installs and upgrades anti-virus software to ensure security at the user level.
- Performs tests and evaluations on new software and hardware.
- Provides support to users and being the first point of contact for error reporting.
- Establishes good relationships with all departments and colleagues.
- Manages technical documentation.

Job Qualifications

- Education: Bachelor's degree in Computer Science, Information Technology or a related field
- Experience: 2-4 years of relevant work experience
- Other requirements: Knowledgeable with various software programs

Skills

- Identify and resolve problems quickly and efficiently
- Exhibits high attention to detail
- Excellent customer service skills required
- Gathers and analyzes data skillfully
- Excellent communication ability (writes and speaks clearly and informatively)
- Adapts well to change

Position reports to Director of Operations or other as assigned

Position status: Consultant

Employment is At-Will