



DIOCESE OF SPRINGFIELD IN ILLINOIS Catholic Pastoral Center

Job Title: IT Technical Support Specialist
Division/Department: Office for Information Technology Services
Reports to: Director, Office for Information Technology Services
FLSA Status: Exempt
Prepared Date: March 31, 2016 Revised: August 31, 2021

Summary

The IT Technical Support Specialist encourages an environment of leadership and service to the parishes and staff by providing necessary assistance in the planning, implementation, and maintaining of departmental computer, informational and technological systems and equipment. This position assists diocesan employees, parishes, schools, and other agencies in solving workstation problems, responding to help desk tickets efficiently, and providing software training and support on technology products and equipment.

Essential Duties & Responsibilities

- 1) Sets up, trains, and troubleshoots all aspects of technology equipment.
 - a) Serves as first point of contact for Curia, parish and school staff for technical assistance. Performs on-site and remote trouble shooting to problem resolution.
 - b) Plans for transitions of new staff and current staff. Provides appropriate equipment as necessary. Configure network and operating system specifications needed to support workstation users.
 - c) Trains users on software products or equipment and provide ongoing support for users.
 - d) Troubleshoots workstation and printing equipment problems. Document all troubleshooting and issue resolution.
 - i) Escalate issues as necessary to next level of support.
 - e) Communicate with the appropriate team members frequently the status of current projects, work orders and strategize for future needs.
- 2) Researches and proposes plans for technology support for Curia Staff.
 - a) Research appropriate technology equipment to provide for workstations, printing, copying, conference room, and other technological needs of the Curia staff.
 - b) Make strategic decisions regarding present needs and future development of all technology systems, including gathering bids from vendors for products or services. Make recommendations for purchases or leases of equipment to support short and long-term technology strategies.
 - c) Create proposals for review and approval.
- 3) Collaborate with Diocesan staff on projects regarding software opportunities and utilization.
 - a) Develop policies and procedures where necessary regarding computer usage. Develop, implement, and maintain technology controls and guidelines.
 - b) Guide technology decisions by applying company policies and procedures to current economic landscape.
- 4) Oversees the Cloud server access and consults with vendor to ensure system access and system back up functioning.
 - a) Develop, implement and update a disaster recovery plan including backup of servers.

Job Description: IT Technical Support Specialist, Office for Information Technology Services

- 5) Collaborating with Diocesan offices to identify their needs, collaborate, plan, implement and/or design system packages that support the needs of the Diocesan offices and provide solutions that enhance mission-critical business operations.
 - a) Manage projects and components (i.e. migration to new systems, scheduling installations, product research, etc.) for the purpose of delivering services in compliance with established guidelines and/or objectives.
 - b) Design computer networks as well as provide appropriate equipment for ensuring effective and efficient communication and operating systems.
- 6) Develop recommended standards for computers and software for parish census, contributions, and financial reporting.
 - a) Identify, recommend, develop, implement, and support cost-efficient technology solutions for all aspects of the Diocese.
 - b) Troubleshoot malfunctions of network hardware and/or software applications within the Diocese local and area wide networks and technology systems.
- 7) Manage the IT operating budget and capital expenditures.
 - a) Achieve budgeting goals with proper scheduling, analysis, and corrective action.
- 8) Monitor and manage network and security systems, including camera surveillance system, VOIP phone system, remote access systems for employees needs to work remotely.
 - a) Monitor and manage IP network infrastructure.
 - b) Ensure the user and data security and integrity of all technology systems including required employee training and participation in security awareness training and testing presently provided by KnowBe4.
- 9) Other duties as assigned.

Education And/or Experience

- 3 or more years related experience, including help desk support, database, remote access products, Office 365, setting up user access, technology equipment
- Related Bachelor's degree.

Required Skills, Knowledge and Characteristics

- Must adhere to the diocesan code of conduct and agree to represent the teachings of the Catholic Church.
- Knowledge of network and server concepts, workstation operating systems and products, software and database products. Ability to diagnose and resolve basic technical issues.
- Willingness to learn and seek ongoing education.
- Adaptability in an environment of constant change.
- High degree of confidentiality.
- Self-starter and well organized.
- Able to prioritize and balance multiple assignments simultaneously.
- Strong attention to detail.
- Excellent oral and written communication skills and ability to work well with associates and users.
- Customer service-oriented attitude.
- Strategic thinker.
- Willingness to collaborate with a diverse group of people in a team-oriented environment.
- Valid driver's license.

Job Description: IT Technical Support Specialist, Office for Information Technology Services

Physical Demands:

The position requires the person be able to lift up to 50 pounds. Also, the duties of the job require the person to be required to sit for long periods of times, use tools or controls, climb or balance, stoop, kneel, crouch or crawl. Must be able to operate a motor vehicle.

Work Environment:

The Diocesan Pastoral Center operates in a smoke-free environment. The employee must be willing to abide by all policies of the Diocese of Springfield in Illinois. Schedule is a typical office schedule with times of required on-call support.

<p>Name of Employee _____</p> <p>Immediate Supervisor: Director, Office for Information Technology Services</p>

I HAVE READ AND UNDERSTAND THE POSITION DESCRIPTION

Employee Signature