

Part time IT/Admin Support

The Cass County Council on Aging, Cass COA, is a nonprofit organization with a mission to provide quality of life programs to seniors in our community. If you have a desire to help seniors, while working with a great organization and a great program, this job may be for you! The part time hours would fall M-F between 8-5 pm, rare weekend work hours may be required.

If you have experience with computers and software and have a good understanding of audio-visual equipment this may be the job for you!!!

We may be switching to new servers so server configuration and maintenance is a must. We also have a camera system and VOIP phone system so experience in those areas is also preferred.

Job Title: IT and Admin Support

Job Overview: Under the supervision of the Director of Operations, performs specific duties as assigned relating to IT support and administrative support. The ideal candidate will provide technical assistance and support to our internal users, ensuring smooth operations of IT systems and infrastructure.

Responsibilities:

Basic IT Support (40-60%)

- Serve as the first point of contact for employee and clients seeking basic technical support for computers, tablets, printers, and smart phones, as well as MS office suite usage.
- Perform troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the employees and clients through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update employee and clients on status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures

- Work with IT Contract support when dealing with more complicated issues
- Track printer counts and submits data as needed. Troubleshoot printer issues.
- Computer issue troubleshooting and basic repair.
- Server upgrade and maintenance.
- Tier 3 IT support and experience troubleshooting.
- Computer and tech equipment set up and maintenance.

Audio Visual (10-20%)

- Install and maintain audio visual equipment including display devices, projectors, televisions, camera systems, video teleconferencing systems (VTC), microphones and speakers.
- Perform equipment storage in a safe and secure manner.
- Perform equipment maintenance as needed.
- Perform inventory management of equipment, wirings, and accessories to avoid any shortages.
- Setup and operate audio visual equipment for trainings, presentations, meetings and conferences.
- Perform equipment additions, removals, repairs, replacements and inspections.
- Identify and resolve equipment malfunctions
- Assemble and disassemble audio visual equipment as needed.
- Test equipment to ensure they are in good and safe working conditions.
- Prioritize and complete work orders accurately and timely.
- Provide technical assistance to other Technicians when required.
- Maintain the work room and store room clean, safe and organized.
- Generate expense reports including labor and material costs for management.

Database Management and tracking of metrics (30-50%)

- Data Entry
- Maintain and update current database

- Assist with the conversion to a new database
- Pull monthly reports
- Pull data and track metrics

Billing Support Backup

- Data Entry
- Pull required documents for billing
- Enter timesheet information for Billing, as required
- Submit Billing reports for payment (Fax, e-file and mail)

This position does not require a high-level IT- we have a contract for those services. This is for the day-to-day IT issues, software installs, printer ink replacement, printer install, wireless printer installs, set up and using the A/V equipment for events and programs.

Qualifications

- Proven experience in IT support roles
- Proficiency in software troubleshooting
- Knowledge of computer management and IT infrastructure
- Strong understanding of Office applications and operating systems
- Excellent communication skills and customer-oriented approach