Main Office
405 N. Elm Street, Lumberton, NC 28358
910.277.3500 scapnc.org

Title:	IT Specialist
Status:	Non -Exempt
Terms:	Permanent Part-Time
Location:	Lumberton
Reports To:	COO
Job Summary:	We are seeking a highly motivated and detail-oriented IT Support Specialist to join our dynamic IT team. The ideal candidate will possess a strong technical background, excellent problem-solving skills, and a customer-centric attitude. As an IT Support Specialist, you will be responsible for providing technical assistance to end-users, troubleshooting hardware and software issues, ensuring the smooth operation of our IT systems, and any other duties as assigned.

Essential Duties and Responsibilities:

- **End-User Support:** Respond to IT support requests from end-users in a timely and professional manner. Diagnose and resolve hardware and software issues on desktops, laptops, and mobile devices. Assist users with account setup, password resets, and access permissions.
- **Troubleshooting**: Identify and resolve technical problems related to hardware, software, and network connectivity. Collaborate with other IT team members to escalate and resolve complex issues.
- **System Maintenance:** Perform regular maintenance tasks, including updates, patches, and system optimizations. Monitor system performance and take proactive measures to ensure optimal functionality.
- **Documentation:** Maintain accurate and up-to-date documentation of IT systems,

configurations, and support procedures. Create user guides and knowledge base articles to empower end-users and streamline support processes.

- **Security:** Implement and enforce IT security policies to protect against unauthorized access and data breaches. Stay current on cybersecurity best practices and contribute to the development of security protocols.
- **Collaboration:** Work closely with other IT team members, departments, and external vendors to achieve common goals. Participate in team meetings and provide input on ITrelated projects.
- Monitor and troubleshoot issues with Microsoft 365, including email, Teams, SharePoint, and OneDrive.
- Set up and maintain user accounts and access rights.
- Manage backups and disaster recovery procedures for systems and data.
- Assist with IT projects, including software upgrades, network upgrades, equipment installations, Camera systems, Phone Systems, conference rooms, etc.
- Provide first-level technical support for employees, including troubleshooting software and hardware issues, network connectivity problems, and printer malfunctions.
- Troubleshoot and resolve technical issues related to desktops, laptops, printers, and other peripherals.
- Strong understanding and basic configuration skills of Network Equipment (switches, routers, access points)
- Install, configure, and maintain servers, desktops, laptops, and mobile devices. Working from corporate office and traveling to different locations when issues cannot be resolved remotely.
- Follow-up and update user status and information.

Qualifications:

- Associates degree in Information Technology, Computer Science, or a related field. Bachelor's Degree preferred.

- Proven experience in IT support roles.
- Strong knowledge of desktop operating systems, hardware components, and software applications.
- Familiarity with network protocols, configurations, and troubleshooting.
- Information Technology, or 3-5 years Support field experience.
- Strong understanding of Microsoft Office 365 and related applications
- Knowledge of VOIP systems
- Experience with Microsoft Azure
- Experience with Windows and Mac operating systems.
- Valid Driver's License
- Excellent written and verbal communication skills.
- Ability to work independently and in a team environment.
- Strong attention to detail and time-management skills.
- Excellent problem-solving and analytical skills.
- Knowledge of Open-Source Technology
- Familiarity with security best practices
- Knowledge with databases such as Microsoft access

Preferred Skills:

- Experience with ticketing systems for incident tracking.
- Familiarity with remote desktop support tools.
- Knowledge of cloud computing platforms.
- Basic scripting or programming skills.

Personal Attributes:

- Strong problem-solving and analytical abilities.
- Ability to work independently and collaboratively in a team environment.
- Customer-focused with a dedication to providing excellent service.
- Adaptability and willingness to learn new technologies.

Equal Opportunity Employer