

Job Description: Information Technology Specialist

Department: Administration

Last Revised: 5/22

Definition

The Information Technology (IT) Specialist responds to the IT Help Desk requests; provides technical support services for all Las Vegas Cabinet personal computer systems, including peripheral devices, software, and other special feature products; and provides assistance to and participates in projects as assigned by the Director of Information Technology to achieve Cabinet objectives. The IT Specialist will have the opportunity to work with various IT and program staff to ensure a broad experience is gained. This position will primarily support technology users in Las Vegas. This position reports to the Director of Information Technology

Supervision Exercised

None

Duties

- Responsible for the resolution of IT problems and user questions.
- Install new or upgrade PCs and associated equipment for Cabinet personnel.
- Problem resolution of hardware, software, and related information systems.
- Work independently on assigned projects, with guidance and support from Information Technology Director. Provide updates as requested and in a timely manner.
- Assist with troubleshooting system issues and alert the IT Director to potential system problems and/or failures.
- Attend and participate in department meetings, staff meetings, and other agency events.
- Set learning objectives.
- Achieve an understanding of the role of Information Technology within a business environment.
- May be required to travel in order to perform duties as above.
- Performs other tasks as assigned.

Qualifications

Knowledge of

- Windows networking, currently supported Windows operating systems, currently supported Windows server operating systems, currently supported versions of Microsoft Office and hardware used for said products.
- Microsoft 365 cloud environment and applications, such as Teams, Sharepoint, OneDrive, etc.
- Experience in the repair, maintenance, and rebuilding of computers.

Ability to

- Assist people with varying levels of computer knowledge.
- Approach problems systematically and logically.
- Learn new concepts and skills through reading and hands-on training.
- Keep track of schedule and assignments.
- Thrive in an environment with frequent changes.
- Possess good communication skills.

- Express ideas clearly and concisely both orally and in writing.
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Special Requirements

- Able to pass a complete background check.
- Must possess reliable transportation to get to and from work
- Must possess a valid Nevada driver's license and proof of insurance if utilizing a personal vehicle for company business.
- Must have free range of motion physically and be able to lift 40 lbs.
- Able to sit for long periods.
- Ability to get under desks and into tight spaces to troubleshoot and install equipment.
- Ability to use a ladder to troubleshoot and install equipment in the ceilings.

License or Certificate

- At least an AA degree in computer science or equivalent job experience.

Benefits

- Eligible to receive Cabinet benefits for full-time staff.
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