



IT SUPPORT SPECIALIST

Reports: Director of IT

Status: Full Time, Non-exempt

Momentous Institute, a charitable, not-for-profit organization serving children and families since 1920, is currently seeking to fill a position for **IT Support Specialist**. The IT Support Specialist position provides frontline technology support services to 300+ internal users across a broad spectrum of hardware and software applications. With minimal supervision, this candidate will assist in identifying, researching and resolving technical problems, responding to support request tickets, providing technical assistance, and developing technical documentation for IT-related tools and processes.

Momentous Institute offers competitive salary and benefits, and a great working environment grounded in the organization's core values of Respect, Stewardship, Innovation, Collaboration and Hope.

RESPONSIBILITIES

- Evaluate, triage, and respond to requests for technical support from internal users.
- Prepare, deploy and maintain desktop hardware, software, peripherals and mobile devices using OS image configuration and deployment standards and other process and automation solutions.
- Work with third-party service providers to ensure the proper level of technical acumen and quality are executed within the contracted services.
- Manage and maintain Microsoft 365 and Azure solutions as assigned.
- Manage inventory to include acquisition, tracking, and decommissioning of workstations, peripherals.
- Provide ad hoc training to users in basic hardware and software use. Schedule and conduct new employee IT orientations.
- Collaborate with team members on policies/procedures, hardware/software, and new technology integration.
- Provide A/V support for internal and external presentations as assigned.
- Identify areas in need of process documentation and work with those teams to create, document, and train on the process.
- Prioritize network security and maintain confidentiality of client/student, staff, and corporate information.
- Escalate problems and issues outside the position's defined scope to senior members of the IT team.
- Maintain knowledge of industry best practices regarding desktop support and network operations.

REQUIREMENTS

Education: High school diploma and IT job-related coursework from an accredited college, university, or trade school required. Bachelor's degree in Computer Science/Information Systems or a related field or equivalent certifications (CompTIA certs, MCSA, etc.) preferred.

Skills:

- Able to communicate effectively and professionally both orally and in writing.
- Able to manage projects independently with minimal supervision.
- Able to meet deadlines and manage multiple demands simultaneously; highly organized.
- Familiarity with a variety of IT concepts, practices, and procedures including security, networking, desktop & application support.
- Able to recognize and embrace change in a dynamic and evolving organization.
- Committed to service and Momentous Institute’s core values of Respect, Stewardship, Innovation, Collaboration and Hope. ***Strong service orientation required.***
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License/Certificate: Valid Texas Driver’s License

HOW TO APPLY

Interested parties should submit a resume and cover letter to ITemployment@momentousinstitute.org

COVID-19 vaccine is required for all employees as of September 1, 2021. (Momentous Institute is an equal opportunity employer and reasonable accommodations will be considered for valid medical or religious exemptions.)

Momentous Institute maintains a policy of non-discrimination for all employees and applicants in every facet of the organization’s operations. Momentous Institute hires, trains, and promotes all qualified employees without discrimination on the basis of race, color, sex, religion, national origin, age, military status, disability, genetic information, gender identity, or sexual orientation.

All employment offers are contingent upon successful completion of a criminal background investigation, including a check of the National Sex Offender Registry

Policy Statement

No form of abuse will be tolerated, and confirmed abuse will result in immediate termination. Momentous Institute will fully cooperate with authorities if allegations of abuse are made requiring investigation.