

# Union Gospel Mission of Salem

## Job Description

**POSITION TITLE:** IT Support Specialist February 12, 2024  
**MINISTRY DEPARTMENT:** Administration (200)  
**REPORTS TO:** Senior Accountant  
**FLSA STATUS:** Non-Exempt  
**LOCATION:** Administrative Offices, 777 Commercial St. NE, Salem, OR 98301  
**STATUS:** Full --Time

### Job Summary:

The IT Support Specialist is in charge of supporting end user technologies, including desktop, and network and systems of all types, providing technical support and ensuring the whole company runs smoothly. IT Support monitors and maintains the company computer systems, installs and configures hardware and software, and solves technical problems. Must have some experience in IT project management and solid technical background, together with good organizational, teambuilding, and analytical abilities.

### Essential Job Duties:

1. Set up accounts for new users
2. Organize troubleshooting, repairs and data restoration
3. Provide technical support across the company and respond in a timely manner to service issues and requests
4. Monitor system and network performance and organize maintenance activities
5. Maintain licenses and upgrade schedules
6. Test and implement new technology
7. Monitor and maintain computer systems and networks
8. Install and configure computer hardware, software, systems, networks, routers, firewalls, alarm system, Comcast telephone system, printers, scanners, security camera systems, photocopiers, and audio-visual/presentation equipment.
9. Repair and replace equipment as necessary
10. Maintain strict confidentiality regarding with company information
11. Maintain a positive, encouraging Christian work atmosphere by demonstrating and training staff in appropriate Customer Service C.A.R.E. standards.
  - A. Committed – performs job with integrity – respects and honors others
  - B. Attentive – models honesty and courtesy to all. Good listener.
  - C. Responsive – Takes responsibility for quality results. Serves effectively.
  - D. Excellent – Seeks to improve performance while providing excellent service.

### Knowledge, Skills, Abilities:

1. Excellent written communication skills including composition & typing.
2. Excellent verbal communication skills.
3. Good organizational skills.
4. 1 years experience of working on an IT or other relevant position preferred
5. 1 year experience of working with Office 365 Administration
6. Good practical experience of managing IT systems and applications, troubleshooting and repairing issues
7. Ability to work in a multi-task environment.
8. Valid OR State Driver's License and able to use own vehicle for occasional business purposes.
9. Must agree with Union Gospel Mission of Salem's Statement of Faith and Standards of Conduct.

