



# JOB DESCRIPTION

**Job Title: Technology Support Associate**

**Reports To:** Manager of Special Projects

**Full-time**  **X**

**Part-time**

**Department:** Administration

**Location:** 2114 Macdonald Ave.

**FLSA Status / Salary Grade:** Non-Exempt **Date :** Sept 2023

**Seasonal/Temporary**

## Summary of Position:

The Technology Support Associate provides basic initial technical support and training to staff. This position is an entry-level position.

## Essential Functions:

- Under immediate supervision, the Technology Support Associate provides basic initial helpdesk technical support and training to staff, including basic hardware and software level support
- Provide user support on assigned open tickets and work in collaboration with the IT Support team
- Participate in the onboarding process of new hires, working with IT Support to prepare and deploy IT assets
- Track and assist organizational compliance with established IT policies and procedures
- Assist with development, enhancement, and documentation of policies and procedures
- Prepare regular status reports
- Assist with asset tracking and management of IT and helpdesk related assets
- Assist with other special projects, tasks, and/or support as assigned.
- Work non-business hours for upgrades and special projects as necessary.
- Other duties as assigned

## Skills/Qualifications:

- Committed Christian with a compassion for the homeless, addicted, poor, and mentally ill
- Exceptionally strong work ethic, specifically dependability, integrity, and confidentiality
- Desire to grow professionally and be mentored
- Able to work, think and multi-task, in a fast-paced, deadline-oriented environment.
- Excellent customer service and troubleshooting skills, problem solving, and follow-up skills are required.
- Good manual dexterity and coordination
- Sharp mental acuity and focus, strong attention to detail. Able to remain current with technology trends and information and utilize such within workplace.
- Proficient typist
- Good interpersonal skills, able to actively listen and communicate with others in person and by telephone.
- Self-starter, able to manage time and prioritize responsibilities
- Ability to accurately and efficiently diagnose problems/issues; able to deductively and logically work through a problem to find a solution.
- Travel as necessary, primarily within the local area
- Valid California driver's license with motor vehicle record acceptable to BARM insurance carrier.
- Organized, flexible and adaptive with good resource skills

## Working Conditions/Physical Factors:

*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

Requires occasional physical labor, depending on project needs. Sitting for extended periods of time (frequently) at a computer, while exercising mental focus. Job may routinely involve bending, lifting, reaching, and sitting. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to stand; walk; sit and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee must regularly lift and/or move up to 20 pounds, and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus. Climb stairs daily.

## Equipment/Tools Used:

Computer (multiple, laptop and desk top)

Phone

Crimpers

Cable Tester

Punch down tool

Various hand tools as needed

**Education/Experience and/or Certification:**

- Technical degree or certification preferred
- Demonstrate an understanding of PCs, laptops, printers, various Windows OS, and Microsoft Office Suite.
- Experience providing helpdesk support and assistance a plus.

**Requirement:**

The Bay Area Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and Statement of Purpose. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in all of the ministry activities of the Bay Area Rescue Mission;
- Subscribe to the Bay Area Rescue Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the Bay Area Rescue Mission Employee Handbook.

This position requires a Conflict of Interest Statement and a Confidentiality Statement.

***My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive and that employment is at-will.***

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Signature

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Printed Name

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Date