



Title: System Support Specialist

Wages: \$14-\$16/hr Depending on Experience.
10-15 hours / week; partial benefits.

Overview:

Under the supervision of the Associate Director, you will provide technological support and training for various information systems in the agency. You will work with the contracted IT consultant to provide much of this support. You will be an administrator for an agency database known as CAP60 and will ensure the quality of data and reports. Your position may also involve various other technical or consultative tasks having to do with the technology used in the agency.

Duties and Responsibilities:

- Work with software vendors, CAP60, and the State of Utah HMIS Team (ClientTrack)
- Train and support employees in the use of software applications
- Troubleshoot hardware and software issues
- Gather reports to meet funding and compliance regulations
- Administrate user accounts via Active Directory
- Assist the agency-contracted IT consultant to address day-to-day system issues
- Determine solutions to hardware and software needs

Qualifications:

- Good hardware and software troubleshooting skills
- Good communication skills – verbal and written
- Be able to explain technical concepts to non-technical people.
- Be able to work independently with minimum supervision
- Work under time constraints to meet deadlines
- Generate informative reports based on raw data

- Strong background in configuring and troubleshooting Microsoft Windows operating systems
- Active Directory and Windows Server experience preferred
- Database administration experience preferred
- CompTIA A+ and other industry certifications preferred

How to Apply:

Complete the job application, general narrative questionnaire, and reference form, and submit them with your resume by email to LStanley@communityactionuc.org. We are located at 815 S. Freedom Blvd., Suite 100, Provo, UT. 84601. Job application and forms may be downloaded from www.CommunityActionUC.org. If you have any questions about the position please email LStanley@communityactionuc.org