



Central California Food Bank Job Description

Job Title: IT Support Specialist I
Information Technology
Prepared By: IT Manager

Reports To: Manager
Approved By: Co-CEO

FLSA Status: Non-Exempt
Pay Rate: \$25.00 per hour

POSITION SUMMARY:

The IT Support Specialist will assist the IT Manager in overseeing Central California Food Bank's information technology systems and will serve as the first point of contact to provide help-desk support for all end users, both local and remote, and coordinate system operations with external vendors to ensure IT systems are operational and staff have productive access to technology. The IT Support Specialist will assist in maintaining the organization's computer systems and support internal users on a day-to-day basis, install new components and/or upgrades to systems when necessary, and support ongoing internal projects as needed. In addition to the direct support of staff, this position participates in a wide variety of duties supporting the IT department's function, including the maintenance of infrastructure, planning and rollout of upgrades, and general IT related administrative tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Help Desk Support:

- Conduct hardware and software troubleshooting, provisioning, adds/moves/changes to laptops, workstations, printers, monitors, and other peripheral equipment.
- Triage support requests and tickets with CCFB's internal ticketing system.
- Respond to user support requests, adhering to established Internal Service Level Agreements, as received via email, telephone, or another method of communication.
- Troubleshoot and resolve common and complex technical issues and escalate issues to tier 2 or 3 as necessary.
- Assist in performing Active Directory/Microsoft 365 user account administration.
- Provide technical support on VPN services for remote users.
- Work with IT Manager and respective vendors to ensure proper operation of all servers, workstations, and other network appliances.
- Assist in performing system or network upgrades.
- Maintain and provide recommendations on replacement schedules for IT equipment.
- Cultivate excellent customer service to internal staff.

2. Documentation:

- Identify and create tools/processes that improve IT productivity and decrease Time to Resolution to the end-user.
- Document all new software installation, service desk procedures, and user "How To"

instructions.

- Create and maintain documentation as it relates to system configuration, application mapping, and network configuration.
- Maintain inventory of all equipment, software, and software licenses.

3. Strategy:

- Contribute to knowledge base for an increased level of support for both internal IT and end users.
- Perform daily and proactive management, administration and maintenance in a hybrid on-premise and M365 Microsoft environment.
- Collaborate with a variety of team members to define business requirements and systems goals.
- Assist in the design and deployment of new services and enhancements to existing applications, software, and operating systems.
- Assist IT Manager in performing research, cost-benefit, and return-on-investment analyses for proposed systems to aid management in making implementation decisions.
- Participate and adhere to all change management meetings and practices.
- Provide support to the IT Manager in leadership and guidance for developing a positive, proactive approach to infrastructure systems service and support.

4. Security:

- Work with IT Manager and respective vendors as necessary to implement new security technologies and standards.
- Monitor and remediate security incidents and threats through Endpoint Detection and Response systems.
- Work with IT Manager to continue developing and enhancing Central California Food Banks cybersecurity practices.
- Assist in conducting cyber security training and simulations through KnowBe4.
- Possess oral and written communication skills to work with technical and non-technical users to implement policies, procedures, and practices necessary to improve our cybersecurity posture and mitigate identified risks.

5. Other Duties:

- Assist in website design and changes as requested.
- Perform any other duties or projects as needed to fulfill our mission, drive our vision and abide by our values.
- Perform physical maintenance on all workstations and network equipment.

6. Communications:

- Excellent written and oral communication skills to work with technical and non-technical users, with the ability to build appropriate rapport and foster constructive and effective relationships across Central California Food Bank departments and staff.
- Excellent interpersonal skills.
- Collaborates and works efficiently with others.

7. Personal Effectiveness:

- Shows up to work on time and follows instructions, policies, and procedures. Ability to self-start and stay focused on tasks. Make the best use of available time and resources and balance quality of work with meeting deadlines.
- Maintains a high degree of professionalism in actions, demeanor, and dress. Must be a team player, proactive, and an established problem solver.
- Looks for better ways to perform routine aspects of their job and asks for and uses feedback to improve performance.
- Ability to work with sensitive information and respect and maintain confidentiality.
- Adheres to all workplace safety standards and practices.
- Manages own time, priorities, and resources to achieve goals.
- Maintains composure in stressful or adverse situations.
- Ability to cultivate and develop equitable and inclusive working relationships with staff, volunteers, community partners, neighbors, and vendors.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

- Associate's degree in Information Technology, Information Services, other business-related field, or equivalent working experience.
- 1 year of experience in a Service Desk role supporting end-user PCs and peripherals preferred.
- CompTIA A+, Network+, and Microsoft certifications preferred.
- Strong problem-solving, diagnostic, and technical troubleshooting aptitude with all hardware and software configurations.
- Proficiency in using Windows 10 and 11 operating systems.
- Proficient in Microsoft 365 application suite (Word, Excel, Outlook, PowerPoint).
- Experience with Windows Servers, VMWare, and virtualization.
- Experience with anti-virus/security platform procedures and best practices.
- Experience with onsite Active Directory and/or Azure Active Directory and Microsoft 365/Office 365 administration.

- Experience with Cloud based applications and concepts such as M365, Azure, SharePoint, and MFA Security Applications.
- Experience with an Incident Management ticketing system following ITIL/ITSM best practices.
- Experience with N-Central/N-Able RMM tools preferred.
- Excellent written and verbal communication skills.
- Ability to multi-task with strong attention to detail.
- Able to stand or sit for extended periods of time.
- Must maintain confidentiality of information.
- Excellent organizational and customer service skills.
- Knowledge of basic networking concepts and structure, including but not limited to DHCP, DNS, and VLAN's.
- Experience with the basic administration of smart phones, tablets, imaging/printing devices, and current hardware and software standards.
- Must have valid CA driver's license with good driving record.
- Must be insurable by CCFB company vehicle insurance provider.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with ADA to enable individuals with disabilities to perform the essential job functions.

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 30 pounds and occasionally lift and/or move more than 60 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.

*Central California Food Bank is an Equal Opportunity Employer.
Central California Food Bank is a proud member of Feeding America.*

Central California Food Bank
Job Description Acknowledgement

Job Title: IT Support Specialist I Information Technology	Prepared By: IT Manager
Reports To: Manager	Approved By: Co-CEO
FLSA Status: Non-Exempt	Pay Rate: \$25.00 per hour

By signing below, I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a brief summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

Employee Name (Print)

Employee Name (Signature)

Date