



Central California Food Bank
Job Description

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

POSITION SUMMARY:

The IT Support Specialist plays a vital role in maintaining Central California Food Bank’s technology systems, ensuring they are efficient, secure, and aligned with the organization’s mission to serve our neighbors.

As the first point of contact for IT support, this position provides frontline help-desk assistance to both local and remote staff, troubleshooting issues, resolving technical challenges, and escalating when necessary. The IT Support Specialist collaborates closely with the IT Manager and external vendors to ensure IT systems remain operational, enabling staff and volunteers to maximize their productivity through reliable access to technology to serve our neighbors effectively.

Key responsibilities include maintaining and supporting the organization’s computer systems, installing and upgrading hardware and software, and assisting with ongoing internal projects. Beyond daily support, this role contributes to the IT department’s broader function by performing infrastructure maintenance, planning and executing system upgrades, and handling administrative tasks to improve overall efficiency and security.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Help Desk Support:

- Conduct hardware and software troubleshooting, provisioning to laptops, workstations, printers, monitors, and other peripheral equipment.
- Triage support requests and tickets with CCFB’s internal ticketing system.
- Respond promptly to user support requests, troubleshoot technical issues, and escalate to Tier 2 or 3 when necessary, ensuring adherence to established SLAs.
- Assist in performing Active Directory/Microsoft 365 user account administration and troubleshooting.
- 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.

2. Documentation:

- Create and maintain documentation as it relates to asset management, system configuration,

application mapping, and network configurations.

- Create and maintain accurate and up-to-date records for software installations, service desk processes, and user guides.
- Maintain inventory of all equipment, software, and software licenses.
- Contribute to knowledge base for an increased level of support for both internal IT and end users.

3. Strategy:

- Streamline IT operations by designing and implementing innovative tools and processes to reduce resolution times and enhance user productivity.
- 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.
- Collaborate in the design and deployment of new services and enhancements to existing applications, software, and operating systems.
- Collaborate with the IT Manager in performing research, cost-benefit, and return-on-investment analyses for proposed systems.
- 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 and continue developing and enhancing Central California Food Banks cybersecurity practices.
- Regularly monitor and remediate security incidents and threats through SentinelOne Endpoint Detection and Response system.
- Assist in conducting cyber security training and simulations through KnowBe4.
- Collaborate with technical and non-technical stakeholders, developing and implementing strategies, policies, and practices to enhance cybersecurity posture and address identified vulnerabilities.

5. Communications:

- Strong 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.
- Strong interpersonal skills.
- Collaborates and works efficiently with others.
- Cultivate excellent customer service to internal staff, external partners, and vendors.

6. Personal Effectiveness:

- Shows up to work on time and follows instructions, policies, and procedures.
- Maintains a high degree of professionalism in actions, demeanor, and dress. Must be a team player, proactive, and an established problem solver.
- Self-starter with excellent time management and prioritization skills, capable of working independently to meet goals.
- Self-motivated and driven, with a passion for contributing meaningfully to the team and the organization's success.
- Exhibits strategic thinking, ensuring solutions and initiatives support long-term objectives.
- Make the best use of available time and resources and balancing the quality of work with meeting deadlines.
- Collaborates effectively, sharing ideas openly, looking for better ways to perform routine aspects of their jobs, and refining them to enhance team innovation and alignment.
- Ability to work with sensitive information and respect and maintain confidentiality.
- Adheres to all workplace safety standards and practices.
- 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.

7. Other Duties:

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

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.
- 1-2 years of experience in a service desk or IT support role, supporting PCs and peripherals.
- Strong problem-solving, diagnostic, and technical troubleshooting aptitude with all hardware and software configurations.

- Experience with Microsoft 365 application suite and cloud services, Windows 10/11, and Active Directory/ Azure Active Directory administration.
- Experience with anti-virus/security platform procedures and best practices.
- Experience with an Incident Management ticketing system following ITIL/ITSM best practices.
- Strong 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.

Preferred Qualifications:

- CompTIA A+, Network+, and Microsoft 365 certifications.
- Experience with Microsoft Dynamics - Business Central.
- Experience with N-Central/N-Able RMM tools.
- Experience with Salesforce Service Cloud.
- Experience with Windows Servers, VMWare, and virtualization.

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 25 pounds and occasionally lift and/or move more than 50 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

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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