

Position Announcement

IT Support Specialist

Job Title: IT Support Specialist

Department: Information Technology

Reports To: IT Director

FLSA Status: Full Time, Exempt

Work Hours: Regular business hours with occasional evening or weekend work for system upgrades and maintenance.

Travel Expectations: Occasional state/national travel for support, training, and assisting with events.

Salary: \$50,600 - \$55,600

Position Summary

The IT Support Specialist provides on-site technical support, ensuring the integrity and efficiency of the organization's technological infrastructure. This role is responsible for managing the desktop environment, supporting software and hardware, and delivering exceptional service to end-users. Additionally, the IT Support Specialist assists with special projects and events, documents IT processes, and provides backup support for the IT team as needed.

Job Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Helpdesk & Technical Support

- Provide day-to-day support for IT infrastructure, computer systems, and end-user services.
- Manage helpdesk requests, ensuring timely resolution and customer satisfaction.
- Document IT processes and helpdesk requests using Helpdesk software.
- Perform software, hardware, and network troubleshooting, updates, and maintenance.
- Oversee procurement and management of approved equipment and software.
- Configure and maintain user accounts, including onboarding and offboarding processes.
- Manage the Security Awareness Training program and provide follow-up education

for end-users.

- Proactively engage with users, build relationships, and understand their workflows to provide tailored tips that enhance their learning and productivity.

Staff Training & Support

- Conduct technology orientation for new staff and ongoing training on software, hardware, and security.
- Deliver training on Microsoft 365, Teams, and Security Awareness.
- Provide instructional materials, including how-to videos and documentation.
- Facilitate external training and participate in “train-the-trainer” programs.
- Offer tech support for special projects and events.

Software & Hardware Management

- Collaborate with external vendors for procurement and technical support.
- Monitor and assess the lifecycle of workstations, printers, and other equipment, recommending upgrades as needed.
- Antivirus software installation and license management on client computers.
- Perform basic Microsoft 365 administration.
- Analyze helpdesk tickets, mitigate issues, research and get answers if needed, and escalate tickets whenever needed on SolarWinds Service Desk platform.
- Install, configure, update, and troubleshoot various software and hardware, including but not limited to:
 - Windows OS (PC & Laptop Support)
 - Microsoft O365
 - AVG Antivirus software
 - Web browsers
 - Soda PDF Software
 - Adobe Creative Suite
 - Solarwinds Helpdesk software administration
 - Zoom & Teams platforms implementation and training
 - Local/networked printers and UPS units
 - Audio-visual equipment (headsets, projectors, smartboards)
 - Mosyle Mobile Device Management (MDM) software
 - Exclaimer Signature Manager

General IT Responsibilities

- Stay updated on industry standards for cybersecurity, antivirus solutions, and IT best practices.
- Support IT team members in maintaining seamless technology operations.
- Participate in team meetings, training sessions, and organization-wide events.
- Serve as the technical lead for events, including:
 - Biennial National Sexual Assault Conference
 - Multiple annual state conferences
 - Other organizational events
- Maintain and update IT documentation, including Standard Operating Procedures

(SOPs) for:

- o New user setup and termination
- o Workstation configuration
- o IT security protocols

Assist the Systems Administrator with tasks such as system backups and antivirus management.

Qualifications & Skills

- Strong written and verbal communication skills, with the ability to explain technical concepts to non-technical users.
- Detail-oriented with excellent problem-solving and documentation skills.
- Ability to prioritize tasks, recognize limitations, and seek help when needed.
- Adaptability and willingness to learn new technologies and processes.
- Commitment to providing purposeful support and fostering a collaborative IT environment.

Supervisory Responsibilities

Directly supervises 0 positions. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

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 may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Two to three years of experience in desktop software support within a Windows network environment, or an equivalent combination of education and experience. An associate degree in IT, computer science, or a related field is preferred but not required.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to author reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

The employee should have basic math skills that involve making calculations of amounts, sizes, or other measurements. Core concepts like addition, subtraction, multiplication, and division. Ability to interpret graphs.

Reasoning Ability

Ability to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Requirements

1. Ability to effectively manage multiple priorities and projects simultaneously and ability to meet strict deadlines. Ability to identify and respond to shifting priorities.
2. Must be a self-starter that can work within a team and fast-paced environment and handle a variety of tasks with multiple deadlines. Must be very detail-oriented and work with minimal supervision.
3. Excellent oral and written communication skills. Must possess excellent project management, organizational and negotiation skills. Excellent customer service skills.
4. Demonstrated sensitivity and ability to collaboratively work with individuals and groups from diverse populations and organizations. Ability to maintain cooperative and professional demeanor with rape crisis centers, coalitions, agency staff/board, council members, vendors, consultants, allied professionals, and the general public. Must be able to foster positive working relationships with people and create an accessible environment.
5. Must have proficiency with the technology necessary for the functions of the position, including, Refer to section above on “Essential Duties” for specifics.
6. Accept and abide by the mission and core values of Respect Together.
7. Must complete a Pennsylvania rape crisis center sexual assault victim counselor training, within first year of employment.

Certificates, Licenses, Registrations

Not applicable.

Physical Demands

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

While performing the duties of this job, the employee is frequently required to stand, walk, sit, and talk and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Values Statement

Respect Together understands sexual violence as a social justice issue and works to prevent and respond to sexual harassment, assault, and abuse within this framework. We are committed to nurturing a workplace that is affirming, inclusive, and respectful of all people across race, class, ability, gender, sexual orientation, age, and other identities. We are looking for outstanding relationship-builders and communicators. We value both life experience and professional credentials.

We are committed to building a diverse organization and we are most interested in finding the best candidate for the job. That candidate may be one who comes from a background outside of the movement to end sexual assault, abuse, and harassment. Respect Together strongly encourages you to apply, even if you don't believe you meet every qualification described. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions. We cultivate a culture of inclusion for all employees that respects their individual strengths, views, and experiences. We believe that our differences enable us to be a better team – one that makes better decisions, drives innovation and delivers better results. We are an equal opportunity employer. We strongly encourage you to apply for open positions.

Other Duties As Required

The statements contained herein describe the scope of the responsibility and essential functions of this position but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including but not limited to work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

To Apply

Respect Together offers a competitive salary and benefits package. Qualified candidates are encouraged to apply online at www.pcar.org by **March 31, 2025**.

Who We Are

Founded in 1975, Respect Together unites all elements of our work under one name with a continued commitment to our long-standing mission of preventing and ending sexual abuse, assault, and harassment. Respect Together's main divisions are the National Sexual Violence Resource Center (NSVRC) and The Pennsylvania Coalition to Advance Respect (PCAR). Collectively, we are working together to create a culture in the United States – and beyond – that values and upholds all people being treated with respect and free from all forms of sexual violence and oppression.

NSVRC:

- Identifies, develops, and disseminates resources regarding all aspects of sexual violence prevention and intervention.
- NSVRC is the leading nonprofit in providing information and tools to prevent and respond to sexual violence.
- Translates research and trends into best practices that help individuals, communities and service providers achieve real and lasting change.
- Works with the media to promote informed reporting.

PCAR:

- Partners with a network of rape crisis programs to bring help, hope, and healing around issues of sexual violence to the Commonwealth of Pennsylvania.
- Assures that communities have access to quality victim services and prevention education by providing funding, training, materials, and assistance to a network of rape crisis centers that serve all of Pennsylvania's 67 counties.
- Provides resources and training on sexual assault-related issues to professionals across PA.
- Promotes public policies that provide protections and services to victims of sexual violence, hold offenders accountable, enhances community safety, and works with media to increase public awareness, access to accurate information, and ethical reporting practices.

Respect Together understands sexual violence as a social justice issue and works to prevent and respond to sexual harassment, abuse, and assault within this framework. We are committed to nurturing a workplace that is affirming, inclusive, and respectful of all people and the ways in which they identify across race, class, ability, gender, sexual orientation, age, and other characteristics.

Equal Employment Opportunity Commission

Respect Together provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics.