

SLV Mental Health Job Description

JOB TITLE: SLV-IT Support

REPORTS TO: Director/IT

STATUS: ASC Intern

DATE: September 9, 2009

JOB SUMMARY:

Provide hardware and software support in all functions of SLV-IT department.

ESSENTIAL FUNCTIONS:

- Design a database to manage Board help desk issues & resolutions.
- Work with IT staff in the rebuilding of desktop/notebook computers for re-use.
- Work with IT staff in troubleshooting and repairing desktop & printer issues.
- Assist with the agency's computer Help Desk system.
- Work with IT staff in the area of smart phone support
- Load application software on desktop/notebook computers as directed.
- Participate in evaluation of IT department strategic goals and objectives.

ORGANIZATIONAL RELATIONSHIPS:

Supervision Received:

Director/IT

QUALIFICATIONS:

Skills, Knowledge and Abilities:

1. Computer skills to include Basic MS Office (specifically Word/Excel/Access), Windows XP/Vista, Client/Server relationship
2. Excellent organizational skills, attention to detail.
3. Ability to work & communicate effectively with variety of professionals and support staff

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

Print Student Name

Student signature

Date

Supervisor

Date