

Feeding Southwest Virginia

Job Description

Position Title: IT Associate
FLSA Status: Non-Exempt
Salary Grade: 10
Department: IT
Location: Salem Facility
Supervisor: IT/Data Director
Supervises: None
Revised Date: 1/1/2020

The IT Associate will support the mission of Feeding Southwest Virginia and is responsible for all computer hardware and software within all locations, including all duties related to maintenance, upgrading, updating, problem solving, organizing, planning, answering all trouble shooting issues and assisting the IT/Data Director with account activity, gathering and reporting data. Perform clerical and administrative work requiring computer and technology skills, completing reports and other duties as assigned.

Position Essential Functions and Responsibilities:

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.

Position Responsibility (Expected Work)

1. As the IT Associate, he/she will demonstrate a professional demeanor in interactions with all FSWVA staff, agencies, donors, government officials and the general public.
 - Keep informed and consistently practice the policies and procedures of Feeding Southwest Virginia, Feeding America national office, and other regulations regarding compliance.
 - Possess knowledge of Feeding Virginia and all programs.
2. The IT Associate reports directly to the IT/Data Director, is an integral member of the management team and is responsible for overall computer hardware and software operations at the Roanoke and Abingdon facilities
 - Perform help desk functions both locally and remotely to include supporting end users with any technical issues related to their PC's, printers, software, desk and mobile phones, and any multi-media devices.
 - Utilizes a trouble ticket system to keep track of support incidents.
 - Monitors and maintains antivirus, anti-spam, and security policies.
 - Maintains and monitors back-ups.
 - Assist IT/Data Director with the maintenance and updates of the Food Bank web site.
 - At directive of IT/Data Director, conducts routine computer maintenance in all locations.
 - Assist IT/Data Director with the maintenance of LAN and WAN infrastructure.
 - Install new PC's, peripherals, software, and network devices/components.
 - Assist IT/Data Director with install and configuration of servers, storage, switches, and routers.
3. Maintains and follows effective processes for office communications and administrative procedures.
 - Assist with questions concerning their computes by reviewing and following-up on computer maintenance statements/phone calls with each employee
 - Finishes internal reports, revises and updates reports to be more useful and efficient, and furnishes external reports as necessary.
 - Perform clerical tasks including copying, filing, word processing, and record keeping.
 - Assist in departmental SOP's.

Diversity:

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran's status, nationality, age, language, origin or employment status.

Other functions:

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the IT/Data Director, CFO and the President and CEO.

Interface: Responsible in maintaining positive relationships

- Interactions with staff at both locations, vendors of hardware and software, key contacts as directed by the IT/Data Director and the IT Technology Committee.

Minimum Skills and Qualifications required to capably perform in the position

Training, Education and Experience:

Education:

- IT related degree from technical/vocational school or university or equivalent experience.

Experience:

- Previous leadership experience with responsible decision making authority in the management and evaluation of work assigned to personnel required.
- Excellent oral and written communication skills
- Previous experience in training end users.
- 2 Years of experience in a help desk environment assisting end users with IT-related issues.
- In-depth knowledge of Windows-based operating systems up to Windows 7/Server 2008.
- Ability to build a fully functioning PC from off-the-shelf components.
- At minimum have the ability to install, configure, and troubleshoot a home network using consumer-based routers and wireless devices. At best, have Cisco training and/or equivalent experience in the set up and maintenance of IP-based networks in an enterprise environment.
- Real world experience with Active Directory and Exchange Server.
- Experience with running queries or generating reports against SQL-based databases.
- 2 years of object oriented programming training or experience.
- 2 years of web page design/development training or experience.
- Certifications in A+, Cisco Networking, Microsoft Active Directory or equivalent experience.

Knowledge, Skills and Abilities:

- Requires a sincere desire and ability to interact with employees regardless of position, or level of computer knowledge.
- Needs knowledge of food bank resources, policies, and practices
- Considerable knowledge of computer networks and troubleshooting techniques.
- Must have good telephone etiquette, language, computer, and writing skills.
- Excellent organizational skills with ability to handle multiple tasks.
- Ability to work well with staff members and outside vendors.
- Must have desire to work in an ever changing, fast paced environment.
- Must be willing to travel when necessary, which may require overnight stay.
- Demonstrated ability to work independently and meet deadlines while managing multiple tasks and changing priorities required.
- Must be able to understand instructions and effectively demonstrate quality results.
- Possess a willingness to learn.
- Able to meet deadlines.
- Required attention to detail.
- Position requires a high-degree of professionalism and trustworthiness.
- Strong interpersonal skills and ability to interact with internal and external audiences are required.
- Ability to develop and maintain productive working relationships with staff and from all areas of the organization is necessary.
- Strong customer service ethic is required.
- Limited occasional evening and weekend work required for special events

Allowable Substitutions: Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

Language Skills:

- Must have professional written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with all Board and staff members.

Mathematical Skills:

- Ability to perform basic math functions.

Technical/Computer Skills:

- Proficiency required in the use of Microsoft Office Word, Excel and Outlook Software.
- Capable of learning and independently operating equipment required for the position including but not limited to printer, multi-use copier, fax, and postage machine and phone system.

Other Skills and Abilities:

- Ability to maintain confidentiality
- Ability to work with people of diverse backgrounds.
- Must be reliable and dependable.
- Maintain compliance with established Food Banks directives, policies and external regulations.

Licenses and Certificates:

- Valid Driver's License and own transportation to work required.
- Maintain safe driving record in driving company vehicles.

Team Commitment:

Considers the benefits and consequences to the team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

Flexibility:

- Be willing to work overtime and mandatory days set forth by the organization on short-notice.
- Be willing to work flexible coverage as needed.

Physical Demands:

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

The position operates primarily in an office setting within the food bank. This position requires sitting at a desk and in meetings for long periods of time and involves extensive computer work with frequent interruptions. Vision abilities required include close vision and the ability to adjust focus. Routine travel to functions and special events is normal. Some travel for overnight trainings is required. Occasionally, may be required to respond to organizational needs outside of normal working hours. The employee may be required to walk, stand, push, pull, lift bend, and carry objects up to 30 pounds. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Occasionally, conducts work in an external environment which requires driving. Conducts work in a fast paced and deadline driven environment.

Work Environment:

Feeding Southwest Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.

I understand the requirements of the job.

Employee: _____
(Please print name)

Date: _____

(Employee Signature)

Supervisor: _____
(Please print name)

Date _____

(Supervisor Signature)