

**THE STATE EMPLOYEES' ASSOCIATION OF NH, SEIU LOCAL 1984
IS SEEKING TO FILL THE PERMANENT POSITION OF AN INFORMATION AND
TECHNOLGY SUPPORT SPECIALIST**

Location:

Concord, NH

Closing Date:

May 31, 2019

Starting Salary:

\$47,230.05

General Statement of Duties

Provides technical support for computer hardware/software/ networks. Provides technical support for a variety of employer provided equipment and applications, such as tablets, smartphones, telephone and video conferencing, projectors, and on-line conferencing. Orients users on new equipment and assists users in troubleshooting. Performs highly responsible website based duties, including database updates and platform interfacing, as well as uploading website and social media content. May also be assigned other similar functions as reasonably requested and within current abilities.

Supervision Received

Works under the direct supervision of the Business Administrator.

Example of Duties

1. Performs routine back-up and maintains network. Performs troubleshooting of computer operating system to detect malfunctions and security breaches, investigates hardware and software problems, and corrects malfunctions; as needed coordinates vendor support to address malfunctions.
2. Performs troubleshooting of other employer provided computerized equipment to detect malfunction, investigate hardware and software problems, and corrects malfunctions; as needed coordinates vendor support to address malfunctions.
3. Responsible for installation of computer and other computerized equipment and provides maintenance of same. Sets up hardware and installs software for new users.
4. Provides operational and technical support to employees, and orients and trains new users on other computerized equipment and software.
5. Contacts vendors to arrange service to correct unresolved problems with equipment. Maintains log and documents problems regarding repairs and maintenance of equipment. Assists in the procurement and inventory of computer and other computerized equipment and related supplies.
6. Participates in vendor specific orientation or training, as approved by the Communications Administrator, and becomes familiar with and maintains a working knowledge of employer provided computers and computerized equipment.
7. Diagnoses and resolves problems with membership database software. Contacts vendors to consult on changes required to correct unresolved problems with software and make necessary program adjustment as needs change.
8. Responsible for updating administrative support information on website, including but not limited to event schedule and directory updates.

9. Advises other members of the Communications Department on Search Engine Optimization, keyword searching, usability testing, content organization for easy navigation, and analytics.
10. Continues to improve his/her IT skills and monitors industry best practices and trends
11. Researches enhancing and maximizing capabilities of the organizations software, applications and hardware systems and makes recommendations for the organization to maintain efficiency in its IT operations.

Desired Minimum Qualifications

Associate's degree from a recognized college or technical school, or two years of college with a major study in computer science, or a related field, with at least fifteen (15) credit hours in the field of Computer Information Systems.

Has demonstrated knowledge and skills with various operating systems and application software to include: DOS/Windows, networks, common office applications, ability to install and uninstall software, website content management (WordPress experience helpful), and social media applications. Has demonstrated basic ability and understanding to create and modify simple HTML and CCS.

Benefits: Health and dental benefits for employee, eligible dependents, and spouse, 401 (k), generous leave policy, 10 paid holidays

Please Send Resume to:

Kristen Cocuzzo
207 North Main Street
Concord, NH 03301
Phone: 603-271-3411 Ext. 122
Email: KCocuzzo@seiu1984.org