



POSITION DESCRIPTION

Position Title: **Tech Support Specialist**
Candidate: TBD
Department: IT
Supervisor: Director of IT
FLSA: Full Time/Hourly/Non-Exempt
Salary Range: \$75,000 (or \$36 / hr)
Effective Date: TBD

OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Under the direct supervision of the IT Director, this position supports the IT Manager and the broader IT Department by providing end-user support, onboarding, troubleshooting, and training across all locations. Additionally, this role serves as a staff advocate, acting as a liaison between employees, the MSP provider, and the IT Manager to effectively communicate and resolve technical issues promptly.

JOB QUALIFICATIONS

Please note our preferred and in some cases required qualifications for this position:

EDUCATION:

- Bachelor's Degree in IT related field. In some cases, related and comparable work experience may be considered in lieu of education requirements.

EXPERIENCE:

- Minimum two years in technical customer support.
- Previous experience in the Non-profit sector is preferred

KNOWLEDGE, SKILLS, AND ABILITIES:

- Comfortable and familiar with a variety of software, Windows, Office365, general hardware setups (laptops, printers, scanners).
- Extremely comfortable in working and assisting all levels of staff and volunteers.
- Eagerness and aptitude to learn new technology skills
- Positive supportive attitude
- Proficiency in Microsoft platform, including Office365, Teams, and SharePoint.
- Excellent problem-solving skills and attention to detail
- Strong communication, organization and customer service skills

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted by Samaritan House prior to employment. All staff will undergo back ground checks prior to start. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Work involves travel. Regular and repeated use of motor coordination and hand motions for computer data entry and writing. Candidate should have the physical ability to occasionally lift and/or move items (approximately 15 lbs.). Occasional sitting, walking on uneven surfaces, carrying, reaching, speaking, listening for extended periods of time. Work environment can be high stress and fast paced due to crisis intervention. This position will require use of company mobile devices which will be provided.

ESSENTIAL FUNCTIONS OF THE JOB

1. This position is responsible for supporting Samaritan House end-users with technology and hardware issues. Support staff with logging tickets in the MSP system as needed. Train staff to maximize use of the MSP ticket system.
2. Prioritize and follow up on tickets as needed to ensure that the most critical issues are communicated to the MSP provider to be resolved first.
3. Provide IT related onboarding to staff including new device training, login, policies, and deployment of equipment. Evaluate equipment turned in from offboarding staff and/or volunteers. Determine if it can be repurposed or should be retired.
4. Manage and track deployment of mobile devices. Keep IT Manager informed of inventory for future deployments.
5. Be an onsite contact for the MSP provider and/or vendors at our various sites when needed (10+ sites).
6. Coordinate staff trainings as needed
7. Assist with documentation and communication to staff regarding system status and updates.
8. Document standard support procedures for end users as needed. This includes agency wide procedures as well as individual departments.
9. Provide specific IT support for ECW and staff at the clinics.
10. Other duties as assigned

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE HR Specialist/Recruiter
4031 Pacific Blvd. San Mateo, CA 94403
E-mail: jobs@samaritanhousesanmateo.org Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the job description of Tech Support Specialist

Employee Signature Date

Supervisor Signature Date

Vice President of Human Resources Date