

HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE : Information Services Specialist
SALARY RANGE : 13
FLSA STATUS : Exempt
REPORT TO : Director of Information Services
SUPERVISES : N/A

INTRODUCTION

The Information Services Specialist provides information and computing services, networking and internet services, training and technical support to the Agency's staff and clients.

CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decisions in a timely manner.
6. Self Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

ESSENTIAL POSITION RESPONSIBILITIES includes the following:

- Setup and maintain hardware and electronic devices, install and configure software on personal computers, electronic devices, and related peripheral equipment. (Including, but not limited to, desktops, laptops, printers, scanners, projectors, copiers, cell phones, VoIP phones system, hotspots, iPads, cameras, smartboard, modems, routers, switches, firewall, network attached storage, PoE devices, network equipment, etc.).

- Setup, configure, maintain, input, review, retrieve data, and generate reports from ChildPlus, Teaching Strategies, Shah, and any other management information systems.
- Setup and maintain Gmail accounts and groups.
- Run and test network cables and its connections.
- Maintain systems security, monitor social media activities, monitor network and internet traffic.
- Maintain and update intranet and websites.
- Maintain and update all computer and electronic devices inventory.
- Conduct weekly systems backup.
- Troubleshoot problems on hardware and software, database, email, network, intranet, and websites.
- Provide training and technical assistance to all staff and clients
- Assist the Director of IS in technological purchases, end-user guides development, forms revision, technical instruction development, and departmental development and planning.
- Perform other related duties as assigned or required.

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

EDUCATION

Bachelor's Degree from an accredited college or university with a major in Information and Computer Sciences, MIS, or any other closely related field.

EXPERIENCE

- Two (2) years experience in computer related fields, i.e., hardware & software, data processing, email, networking, social media, and website development, etc.
- Comprehensive knowledge of PC hardware, software, and electronic devices setup, installation, troubleshooting, and repairing.
- Comprehensive knowledge of database concepts & management, and website development.
- Comprehensive knowledge of LAN, VPN, remote access, firewalls, and its terminologies & topologies.

COMMUNICATION SKILLS

- Ability to write technical/instructional manuals for training and documentation purposes.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and/or governmental regulations.

- Ability to write clear and effective reports, proposals, letters, etc.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, government agencies, and the general public.
- Must possess excellent verbal and written communication skills.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to analyze problems and events and develop effective solutions
- Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

	Never/Rarely	At Times	Often/Constant
Work Locations : in doors			X
Work Locations : outdoors		X	
Work Locations : sitting			X
Walking/standing		X	
Bending/crouching/reaching, etc		X	
Lifting/carrying - light (up to 10 lbs)		X	
- medium (11 to 20 lbs)		X	
- heavy (over 20 lbs)		X	
Contact with hazardous materials		X	
Dust, smoke, odors, noise, etc		X	
Travel - inter-island		X	
Travel - long distance (mainland, international)		X	
Use standard office equipment (including PC keyboard)			X

CERTIFICATES, LICENSES, REGISTRATIONS

- Possess a valid driver’s license and have daily access to a licensed/insured vehicle.
- Must clear a background check.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Able to maintain a high level of confidentiality.
- Must be detail orientated and accurate.
- Must be able to read, write, and speak in standard English.
- Able to accept supervision and work with staff and community social services providers cooperatively.

- Able to work alone and as part of a team.
- Have the ability to train others in computer use and software applications.
- Have knowledge of relational databases
- Have knowledge of LAN, VPN, VoIP, remote access, firewalls, and its terminologies and topologies.
- Must be able to communicate and work effectively with people of diverse social, economic, and racial backgrounds.
- Must possess the ability to work well with others in a team environment, courteous, and efficient manner.

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of Microsoft Operating Systems.
- Knowledge of networking hardware (e.g., routers, switches, hubs, cabling, modem, etc.)
- Knowledge of computer hardware maintenance and replacement of parts (e.g., motherboards, hard drives, RAM, batteries, etc.)
- Knowledge of VPN, network security, firewalls, and practices.
- Knowledge of File and Print Servers, Cloud Computing, and Social Media.
- Knowledge of TCP/IP, DHCP, Static IPs, VoIP
- Knowledge of Microsoft Access, Word, Excel, PowerPoint
- Knowledge of Dreamweaver, TeamViewer, Photoshop, WordPress, Teaching Strategies, ChildPlus, Shah, and DocuSign.
- Knowledge of, and agreement with, the goals and objectives of the agency's programs and their interdisciplinary team approach towards the needs of our staff and clients.
- Knowledge of the characteristics of low income areas, and social services/community services, and resources throughout Oahu.