



JOB ANNOUNCEMENT

Information Technology Systems Specialist

January 17, 2023

OCCAC Mission: Leading a revolt on poverty through education, empowerment, and engagement.

OCCAC Values: Integrity. Accountability. Advocacy. Community.

Okanogan County Community Action Council (OCCAC) is seeking an initiative-taking, confident IT Systems Specialist who is a good listener and communicator, who is eager to learn new skills and technologies to assist the agency. The ideal candidate will be a good mentor willing to share skills, knowledge, and expertise with our staff.

Salary Range: \$23.07 - \$33.00 per hour (DOE) with medical, dental, AD&D/LTD/LIFE, HSA, and Simple IRA. Non-Exempt

Deadline for Application: January 31, 2023, for first review. Position open until filled. Email cover letter, resume, and three professional references to HR@occac.com and/or call 509.422.4041 or 509.283.8679 with questions.

For a complete Job Description, go to www.occac.com/about-us/employment/

OCCAC provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, national origin, age, disability, or genetics. In addition to federal law requirements, OCCAC complies with applicable state and local laws governing nondiscrimination in employment.

About Okanogan County:

Okanogan County is for the adventurous. Seventy percent of the land is state and federal forest with limitless recreation opportunities for fishing, hunting, hiking, biking, horseback riding, and more. You will find wide-open spaces teeming with wildlife, spectacular scenery from the Columbia River to the mountain peaks of the North Cascades, and family fun for all.

To learn more, go to www.okanogancounty.com and www.okanogancounty.org



JOB DESCRIPTION

Information Technology Systems Specialist

NON-EXEMPT

The Information Technology Systems Specialist performs analysis, system design, acquisition, installation, maintenance, programming, project management, quality assurance, troubleshooting, problem resolution, and/or consulting tasks for computer system, application, data access/retrieval, multi-functional databases, telecommunication, project, or operational problems; plus provides for IT planning, research coordination, and internal customer support.

As Okanogan County Community Action Councils first responder to technology solutions, the Information Technology Systems Specialist collaborates with all agency staff to ensure our technology systems help reach the agency's goals. You'll know if this job is a good fit for you if you:

- Appreciate problem solving and consider yourself a tech savvy individual.
- Communicate well with others and can support their needs to keep work flowing.
- Understand and are knowledgeable in multiple data manipulation languages,
- Possess ability and enthusiasm to learn new hardware and software support systems; and
- Display sound technical skills and administrative aptitude.

The Information Technology Systems Specialist applies technical knowledge and considerable discretion to evaluate and resolve complex tasks such as planning and directing large-scale projects; conducting capacity planning; designing multiple-server systems; directing or facilitating the installation of complex systems, hardware, software, application interfaces, or applications; developing and implementing quality assurance testing and performance monitoring; planning, administering, and coordinating organization-wide information technology training; acting as a liaison on the development of applications; representing agency-wide computing and/or telecommunication standards and philosophy at meetings; or developing security policies and standards.

In conjunction with other IT staff, this position coordinates all computer and peripheral machine operations such as scheduling repairs, monitoring service requests, and maintaining records and service contracts for microcomputers, networks, telephone system, fax machines, copiers, and audio/visual equipment.

This position is supervised by and accountable to the Administration & Finance Director.

DUTIES & RESPONSIBILITIES

Under supervision, in an office setting and/or for other areas of the organization, coordinate the operations of standalone PCs and/or LAN/WAN workstations. Perform diagnostic tasks to isolate computer/network error conditions and determine if problems are due to equipment, network, or application errors. Resolve routine problems and make recommendations for solving complex problems. Install and configure newly acquired PC's, LAN/WAN workstations and various software packages and peripherals. Manage user accounts, security, and workstation configurations, and write user/technical documentation. Ensure that a high level of communication/coordination is maintained with all areas of the staff and other key stakeholders.

RESPONSIBILITIES

- Implement and maintain Apricot 360 Case Management Database for the enterprise.
- Implement and maintain systems for Foundational Community Supports.
- Implement and maintain SharePoint site.
- Assist in monitoring IT system performance and identifying problems that arise.
- Responding in a timely manner to user-reported errors.
- Preserve data integrity and ensure adequate backup and recovery.
- Writing disaster recovery plans.
- Set up and maintain cybersecurity measures.
- Protect databases against threats or unauthorized access (DUO multifactor authentication).
- Assemble reports regarding program usage and performance.
- Suggest changes and improvements for IT systems, maintenance, or protection.
- Regularly work with contracted vendors including IT project managers and database programmers.
- Maintain, modify, and update IT systems as needed with front-end and back-end users in mind.
- Export and/or import data.
- Support the agency's website when needed (WordPress Platform).
- Defining IT objectives through consultation with staff at all levels
- Write reports, documents, and operating procedures manuals.
- Provide user training, support, and feedback.
- Archive data
- Perform other duties as assigned.

PREFERRED QUALIFICATIONS

- Bachelor's degree in Computer Science, Information Technology, or Computer Engineering
- Advanced certification as an MCDBA or MCSD for .NET is advantageous.
- A minimum of 3 years' experience in the applicable field.
- Proficiency in data manipulation languages, including MS SQL, Oracle Database, Hadoop, or PostgreSQL.
- Working knowledge of the agency's software: MSFT Server 2012, MSFT Office 365, and Exchange
- Excellent verbal/written communication and interpersonal skills.
- Highly organized and responsible.
- Capable of working under pressure.
- Current trends and developments in database administration.
- Ability to work as a team.
- Meticulous attention to detail.
- Highly systematic in their approach to solving problems and understand a wide range of best practices that they can use to resolve common networking and hardware issues.
- The ability to prioritize tasks.
- Willingness and ability to travel on agency business.
- Valid Washington Auto Insurance coverage.
- Valid Washington State driver's license with acceptable driving record.

PHYSICAL DEMANDS ON THE JOB

While performing the duties of this job, the employee is constantly required to sit, talk, see, and hear. The employee is constantly required to stand, walk, or use hands to finger, handle, or feel objects, standard keyboards and office equipment or controls and reach with hands and arms. The employee will occasionally need to lift and/or move objects up to 20 pounds and seldom lift and/or move objects up to 20 pounds above their head. Noises in the work environment are usually moderate.