



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

Head Start/Early Head Start Program JOB DESCRIPTION

Information Technology Technician

Purpose of the Position: Will install and maintain computer systems and networks aiming for the highest functionality.

Will support/promote and implement administrative efforts.

Supervisor: Program Operations Team Leader

Qualifications: At least an Associate's Degree in Computer Science or a related field, and at least three (3) years proven experience as an IT Technician or relevant position.

Excellent diagnostic and problem-solving skills.

Good knowledge of internet security.

Must possess a valid VA Driver's License.

Must be well organized with excellent verbal and written communication skills.

Must be resourceful and familiar with communities of service.

Must pass Criminal Background Check and Child Protective Service registry

Duties:

- Manages and maintains Microsoft Windows applications and systems including but not limited to Windows 7, Windows 10, various android apps and iOS (Apple) integration.
- Manages the acquisition, installation and maintenance of the organization's local area network hardware/software.
- Manages network operations to include: troubleshooting connectivity problems; installing & maintaining routers; assessing and reporting operational status; performing backups and restores; etc.

- Ensures technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. related to technology operations and/or technology services are evaluated, updated and processed.
- As needed and appropriate but no less than annually, provides written technology policy guidance to managers, supervisors, staff and consumers/participants.
- Performs routine preventive maintenance on hardware and software.
- Analyzes technology requirements and develops functional specifications. Conducts comparative analysis and competitive bidding when necessary.
- Assists staff in understanding and using technology; conducts regular staff technology presentations and trainings.
- Presents and implements technological alternatives to streamline functions and improve productivity.
- Manages technology inventory to include procurement and disposal.
- Ensures compliance with all software licensing agreements. Manages and safeguards software media and associated licenses. Tracks software versions. Maintains centralized software use log.
- Develops annual technology goals and detailed plans for goal accomplishment.
- Creates and maintains LAN/WAN maintenance logs.
- Responsible for the discovery, mitigation and documentation of information technology risks. Responsible for the completion of monthly risk management reports.
- Ensures networks, workstations, operating systems and software applications are operational; ensures hardware and software is patched and/or updated; ensures all analog and broadband circuits are operational in accordance with vendor specifications.
- Ensures for the availability, continuity and security of data and information pertaining to the organization.
- Prepares, maintains and tests a technology disaster recovery plan.
- Develops and maintains an excellent working relationship with other organizations, ensuring the organization is well received and presented professionally and positively.
- Respects confidentiality in discussing consumer/participant, staff, volunteer and organizational matters; also maintains confidentiality of organization, project, fiscal and personnel related information.
- Maintains knowledge on current technology by reading technology periodicals, evaluating new technologies and attending trade-shows, technical seminars and training sessions.
- Develops and manages technology budget and monitors and approves related expenditures. Reviews and approves cost pool expenditures.
- Prepares reports for workshops, seminars, conferences, meetings and trainings attended pertinent to the efficient dispatch of duties; overnight travel occasionally required.
- Reports to work regularly and on time.
- Ability to travel to the Southside and the Peninsula to perform IT functions for all HRCAP sites.
- Assists in other duties as needed and directed.