# *Communitas – Staff Position Description*

## ADMINISTRATIVE SUPPORT STAFF

**TITLE:** IT Assistant

**REPORTS TO:** IT Manager

**POSITION SUMMARY**

This entry level part-time position assists the IT Manager in facilitating computer systems and information technology within Communitas. The organization has a provincial office with Windows servers and over 100 workstations and 30 branch locations with one or more computers.

**SPECIFIC DUTIES**

1. Set up and install hardware and software for individual computers as well as agency wide systems and networks.
2. Support Manager with maintaining and repairing all computers and related systems within the organization including:

* Managing multiple Windows servers (various versions)
* Managing Linux servers used for routing, email, web serving, windows authentication, update management
* Performing standard user maintenance
* Managing virtual server cluster

1. Assist with ensuring that all back-up systems are in place and working effectively
2. Maintaining Communitas Internet linkage and Virtual Private Networks
3. Troubleshoot for problems in computer-related systems within the organization
4. Assisting with maintaining consistent security practices across the organization
5. Participate in the research and purchasing of computer hardware and software
6. Assist managers, staff and board members with computer related questions and/or challenges
7. Assist with training regarding computers/software/internet with managers and staff, as assigned
8. Provide vacation coverage for IT Manager
9. Other duties as assigned

**EDUCATION / KNOWLEDGE REQUIREMENTS**

* College level education/diploma in computer related studies
* Working knowledge of the following:

Apache

Asterisk

BASH or PERL scripting

Linux (various versions)

IPsec

TCP/IP Routing

MS Office

MS Windows

PHP Programming

SMTP/IMAP

Samba (Active Directory)

Remote Desktop

Web Design

Virtualization

* Training and/or experience in setting up and maintaining computer networks and servers
* Ability to provide upgrades or minor repairs to existing computer systems
* A philosophy of service that is in line with Communitas’ Vision, Mission and Values
* Familiarity with and comfort in relating to people who have a disability
* Ability to work independently without supervision, as well as part of a team
* Excellent written and verbal communication skills
* Ability to quickly grasp new concepts
* Class 5 Drivers’ license with a willingness and ability to travel to various program locations, as needed
* Flexibility in working hours, willingness to work outside of regularly scheduled hours, as necessary