

## IT Technician Job Description

**Supervisor:** Chief Financial Officer  
**Status:** Full-Time, Non-Exempt  
**Location:** In Office, Located in Houston, TX – A work model that requires 100% of time in the office based on the expectations and responsibilities of the position.

### **POSITION SUMMARY:**

The IT Technician at Neuhaus Education Center (NEC) will support daily operations in our headquarters, focusing on technology. This position will be responsible for maintaining hardware & software components of NEC's IT network while working closely with the outsourced IT support desk. This person in this position is expected to have great troubleshooting abilities and attention to detail. The employees are their customer and exceptional, professional customer service is expected.

### **RESPONSIBILITIES:**

Daily operations support:

- Respond to staff requests for technical support via phone, email, and in-person
- Manage, track, and document tickets in a service board and prioritize requests based on urgency
- In cooperation with the outsourced IT support desk diagnose and resolve technical issues related to hardware, software, and networking
- Install hardware in office spaces to accommodate changing staff needs.
- Provide on-site and virtual support to events or meetings that require the use of technology
- Participate in the development and maintenance of technical documentation and procedures
- Assist new employees with accessing and utilizing their technology and services.
- Guide staff on technology purchases and upgrades while maximizing budget resources
- Collaborate with other departments and team members on larger projects and initiatives.
- Ensure technological compliance with third-party vendors
- Adopt emerging technology trends and instruct staff on emboldening workflow and security.
- Strategically monitor inventory and suggest upgrades and updates
- Proactively monitors user experiences with core applications used (Zoom, Pressero, Adobe, Teams)
- Designs periodical educational content for NEC staff to support ease of use with new technology

Productivity application administration:

- Manage user accounts and permissions to be appropriate with their duties and goals
- Issue or renew paid subscriptions for productivity applications or devices
- Manage the appearance and function of e-commerce platforms to ensure security, ease of use, and clarity

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### TALENTS AND COMPETENCIES

- **Growth Mindset:** Thrives on challenge and recognizes that setbacks are a necessary part of the learning process. Stays curious through challenges and encourages others to do the same.
- **Values Diversity:** Helps create a work environment that embraces and appreciates diversity. Supports fair treatment and equal opportunity for all. Listens to and objectively considers the ideas and input of others. Respects the talents and contributions of all individuals.
- **Problem Solving:** Analyzes problems before trying to solve them. Breaks down problems and identifies all of their facets, including hidden or tricky aspects.
- **Empathy:** Assess what somebody is wanting and what it means to them is helpful in building a working relationship that can lead to the best outcome.
- **Patience:** Understand that staff may not fully understand the issues they experience and may not provide a precise description of the problem. Spending time to correctly identify the problem will most likely lead to an appropriate resolution
- **Self-management:** Prioritizes tasks by importance and deadline. Discerns what is crucial from what is just urgent. Adjusts priorities as situations change.
- **Adaptability & Flexibility:** Adapts to changing business needs, conditions, and work responsibilities and works with a variety of situations, individuals, groups, and varying customer needs.
- **Communication:** Keeps clarity and transparency with staff members to set reasonable and achievable goals.
- **Creative & Innovative Thinking:** Sees opportunities for creative problem solving while staying within the parameters of best practice. Generates unique but workable and useful solutions to difficult problems.
- **Desire & Capacity to Learn:** Technology is an ever-changing field that requires embracing new ideas and protocols as well as requiring you to understand them.

### QUALIFICATIONS:

- Minimum 3 years' experience in a help desk/desktop support role.
- Required experience with Office 365 suite of applications, Active Directory, Onedrive etc
- Must have experience building and disassembling computers / troubleshooting hardware
- Required experience with Adobe Premier, Davinci Resolve, or other equivalent video editing software
- Ability to lift to 30 lbs as well as crawl under desks to troubleshoot
- Must be able to communicate with staff at all levels of technical knowledge and ability
- Recommended Bachelor's degree in a technical field
- Years of experience will be considered in lieu of education preferences.
- Familiarity with HTML for web page formatting

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### TRAVEL:

Minimal local travel as required by supervisor. Travel to attend company-wide events at designated locations is required of all Neuhaus team members.

### PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

- Frequent - sedentary work that primarily involves sitting/standing
- Frequent - remaining in a stationary position, often standing or sitting for prolonged period
- Occasional - moving about to accomplish tasks or moving from one worksite to another
- Frequent - communicating with others to exchange information
- Occasional - repeating motions that may include the wrists, hands and/or fingers
- Frequent - assessing the accuracy, neatness and thoroughness of the work assigned

### THE ORGANIZATION:

Neuhaus Education Center is a non-profit educational organization dedicated to promoting reading success for all. We provide evidence-based training and support to teachers, supply information and resources to families, and offer direct literacy services to adult learners.

At Neuhaus Education Center, we believe that a diverse team, informed by different perspectives, makes us stronger. We live our core values boldly in our approach to making a difference. Team members at Neuhaus are expected to **Act with Integrity, Serve as a Trusted Partner, Think Big and Innovate**, and **Grow Knowledge and Expertise**. We are committed to doing the work and challenging each other to be an organization in which everyone is respected and heard. We commit to providing genuine opportunities for all team members to thrive. We will continue to embed diversity, inclusion, belonging, and equality in everything we do.

*Neuhaus Education Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*