



SOUTHERN NEW HAMPSHIRE SERVICES, INC MIS Support



This position funded completely or in part by funds from the American Recovery and Reinvestment Act of 2009.

Job Summary:

The MIS Support role represents an important part of the MIS team. The incumbent of this position is responsible for:

- Providing Help Desk support to agency end users;
- Providing training as needed for end user computer and software use;
- Installation and maintenance of end user computer systems and peripherals Windows 2000, XP, Vista and Thin Client technology;
- Maintenance, monitoring and updating of agency servers. Server 2000, 2003 & 2008;
- Maintenance and monitoring all agency wired and wireless network systems as necessary;
- Collaborating with the MIS Coordinator and other assigned agency staff to identify technology solutions as needed.

Supervision Received:

Works under the direct supervision of the Agency's Director of Operations.

Supervision Exercised:

None.

Qualifications:

- Experience providing maintenance updates and support as required for end user computer systems.
- Must have the ability to work with agency network systems to maintain connectivity to computers and peripherals.
- Work with server operations to add and remove users, and set up group policies and security.
- Ability to work with Terminal Services based servers, Citrix and Thin Client end user computers.
- Expertise in network, server, and end user security, as well as Anti-virus solutions including operation of the Barracuda web monitoring system.
- Ability to work with agency web mail system and remote web based Outlook accounts.
- Proficiency with Microsoft Office XP, 2000 2003 & 2007
- Ability to work in a fast pace environment.
- Familiarity with Community Action and Southern New Hampshire Services program delivery system preferred.
- Must possess strong interpersonal, verbal/written communication, and community relation skills.
- Demonstrated ability to function within the context of a team with flexibility, commitment and professionalism.

Responsibilities:

- Provide Help Desk support to end users, and provide remote desktop assistance for agency personnel as required.
- Training sessions for end user or groups for the use of new software packages and system updates.
- Collaborate with MIS Coordinator to identify and solve network and system problems or outages, and to research new or alternative solutions as necessary.
- Participate on End User Needs Committee.
- Implementation of existing or future agency VPN systems.
- Refurbish systems as needed.
- Assist the MIS Coordinator with daily operations of the SNHS computer networks, servers and end user computer systems.
- Travel as needed to work with agency systems and servers.
- Assist as needed with the agency web mail, Outlook and other existing or future e-mail clients.
- Assist with Agency Anti-virus and web monitoring systems.
- Contribute technology solution recommendations for other projects as requested.
- Present professional and positive image as a representative of SNHS.
- Responsible for having adequate knowledge of all SNHS programs and will gather sufficient intake information to make referrals to other SNHS programs which are beneficial to the client and his/her family.
- Adhere to the confidentiality policy set forth by SNHS, Inc.
- Perform other related duties as required.

I have read and understand the above description and I am confident that I will be able to meet the requirements of this job.

Signature

Date