

Los Angeles Homeless Services Authority

-A Joint Powers Agency Created by the City and County of Los Angeles-

453 S. Spring Street • 12th Floor • Los Angeles • California • 90013
Telephone: (213) 683-3333 • Fax: (213) 892-0093 • TTY: (213) 553-8488

JOB DESCRIPTION

Title: IT Support Specialist

Classification Standards: Under the direction of the Senior IT Operations Manager, this position has responsibility for maintaining and supporting the Local Area Network of computers, servers and telecommunication devices in the office. This includes network, database, email and voicemail servers, computers, printers, telephone and office equipment. Additional responsibilities include web design, software support, network security and training staff in the use of network systems and telecommunication devices. Must be self-motivated and require minimal supervision. Must also have excellent written skills and the ability to communicate with both technical and non-technical staff. This position is “customer service” oriented.

Minimum Qualifications: Knowledge of Windows 95/98/00, Office 97/00, MS Exchange, NT and Window 2000 server, Norton Anti-Virus, ArcServe, Access Database, Front Page, Adobe Acrobat and Photoshop, Visio, TCP/IP, printers, routers, switches and firewalls.

Training and Experience: An A.A. or B.S. is strongly preferred, but excellent relevant experience can be substituted. Academic work in computer science, business, management, public administration or Computer Information Systems preferred. MCSE or CNE certifications a plus, but not required.

Essential Job Functions:

- Provide local network support on hardware and software applications
- Perform basic server administrative duties; setup users, manage back-ups and virus protection
- Maintain approximately 120 user workstations and 4 servers
- Installation and setup of PC, printers and required departmental software
- Perform computer and network troubleshooting to isolate and diagnose common problems
- Provide application support for Microsoft products including Access, Office, Windows OS, Internet Explorer and Outlook
- Maintain network and office equipment inventory and database
- Create tables, reports, queries, and forms with Access for agency databases
- Administer phone and voice mail systems
- Perform web site updates
- Liaison with outside technical suppliers, vendors and consultants
- Moderate lifting of computer and technological equipment
- Other duties as assigned by the Senior IT Operations Manager

To Apply: Mail, Fax or Email Cover Letter and Resume to:

Los Angeles Homeless Services Authority
Attn: Keshia Douglas, Director of Administration
453 South Spring Street, 12th Floor
Los Angeles, CA 90013
Fax: 213-892-0093; Email: kdouglas@lahsa.org

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