JOB DESCRIPTION

| **Title** | IT SPECIALIST |
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| **Reports To**  | [INSERT TITLE]  |

**Job Purpose**

The IT Specialist is responsible for monitoring and maintaining [Organization Name] IT infrastructure. The IT Specialist is accountable for providing authoritative technical advice and expertise to the design, development, and deployment of [Organization Name]’s computer networks, databases, and systems.

This position will require technical research and development to ensure that the organization's hardware, software, and operating systems are all functional. Under the guidance of a supervisor, the IT Specialist installs, configures, services, repairs, and maintains computer systems. This would include ensuring staff receive expert, prompt, and professional assistance; investigating and responding to hardware issues; and tracking data/conversations on the network.

**Key Responsibilities**

Responsibilities include, but not limited to:

* Designing and implementing strategies for acquiring and storing data.
* Installing, configuring, servicing, repairing, and maintaining computer systems, troubleshooting IT issues as they arise.
* Investigating and responding to computer or system issues.
* Establishing a personal rapport with future and present staff and users and other people who are in a position to understand service requirements in order to identify their needs.
* Conducting research to gather data by determining where to find it and then devising survey and collection procedures to get it.
* Creating a method for classifying data in order to better organize it.
* Changing the design to fulfill the needs to solve retrieval issues.
* Gathering, evaluating, and presenting data for the purpose of preparing reports.
* Listing down operating instructions for users to utilize as a reference.
* Keeping track of how the system has evolved through time to preserve records.
* Convening with data analysts and programmers to create a database and change it as needed.
* Providing the expertise and technical direction necessary to design, maintain, enhance or replace information systems and technology as well as ensuring effective and efficient implementations by preparing detailed specifications for all programs.
* Providing input into strategic/operational planning and project management policies and standards, and developing recommendations and strategic advice to support senior level decision-making and reporting.
* Collaborating with members to design, implement, and test data collection and retrieval mechanisms for the purposes of identifying, gathering, classifying, and providing information and reports.
* Developing/sourcing and maintaining security programs to safeguard organization and member operations.
* Providing coaching and training to members in relevant area(s) of expertise.
* Promoting a respectful work and service environment that supports diversity, inclusion, and is free from harassment and discrimination.
* Maintaining employee and client records according to privacy laws, at all times.
* As part of their professional development, attending educational programs, reading professional publications, and participating in professional societies in order to stay up to date on the latest industry trends.
* Performing other functions as assigned.

**Key Qualifications**

* Bachelor's degree in Computer Science or related discipline, or a combination of education, training, and experience deemed to be equivalent.
* Minimum of X years’ experience in end to end solutions including the design, development, configuration and implementation of large, complex systems.
* Demonstrated experience in cloud based applications such as Javascripts, Angular, and/or React, JSON, Java, Spring Boot, MEAN stack, HTML/SASS, Python, .NET, etc.
* Proven experience in design and developing APIs and microservices.
* Significant knowledge of databases such as Oracle, Azure SQL, PostgresQL, noSQL, etc.
* Demonstrated experience with, and knowledge of, code version control systems, DevOps practices, virtualization, container solutions and emerging technologies such as BlockChain, RPA, Machine Learning, etc.
* Experience working with, and knowledge of, Mac and Windows operating systems, Active Directory, Network Storage, Azure, KACE 1000, etc.
* Proven experience in providing project support - planning, change management, communications, testing, training, go-live and post go-live support activities.
* Experience working with enterprise application security, modern authorization framework and protocol, browser-based security controls and standards.
* Knowledge of, and experience with, setting up and troubleshooting of hardware (laptops, video conferencing systems, mobile phones, etc.).
* Willing to upkeep professional and technical expertise through educational programs, professional publications, business networks, professional societies, etc.

**Core Competencies**

* Able to identify, analyze and resolve technical problems.
* Advisory skills to provide authoritative and persuasive technical advice.
* Interpersonal skills to maintain effective internal and external member relations.
* Communication skills to prepare and present complex technical information and recommendations to non-technical audiences.
* Collaboration skills to lead internal and external discussions on strategy and service.
* Ability to plan and prioritize work to meet deadlines, goals and objectives.
* Ability to learn new concepts quickly and effectively adapt to change.

**Working Conditions**

* Shift Schedule: [insert]
* Job Location: [Onsite? Hybrid? Remote?]
* Long hours and on-call attendance may be required.
* Some travel may be required.
* Ergonomic: Sitting for long periods of time, exposure to computer/laptop/mobile device screens for long periods of time, repetitive hand/arm movement. Regular standing and walking. Occasional bending, kneeling, squatting, pushing, pulling and lifting up to 30 lbs. Specific vision abilities include close vision, distance vision, colour vision, peripheral vision, depth perception, and ability to adjust focus.