

Responsibilities:

- Serves as the System's Administrator for the Head Start Central Office Network.
- Responsible for troubleshooting, maintaining, and installing software, computer hardware, servers, audio/video equipment, network equipment, peripherals, and communications systems. Assists employees with computer and peripherals related problems.
- Maintain agency website.
- Responds to help desk questions and provides training and technical assistance to a variety of users within the program.
- Responsible for setting up new users on the system.
- Assists in the installation of network and telephone cabling.
- Assists in the setup of training aids as needed.
- Performs troubleshooting, identification, maintenance, and repair on networks, hardware, and related peripherals and devices.
- Participates in required training and meetings.
- Schedules and provides all updates to the network system software and various other application programs.
- Initiate and monitor network back-up procedures.
- Ensure continual network stability, security and reliability by maintaining the local and area wide network hardware and software.
- Perform email, database, and network administration duties.
- Input data into software programs and assist when necessary with reports.
- Assist with front desk operations.
- Capacity and empathy to work with a diverse population, low-income families and children including those with disabilities.
- Maintain confidentiality of all records and information for staff, children, and families.
- Perform other duties as assigned by Operations Manager.

Qualifications/Requirements:

- A.A. Degree in Computer Science.
- Technical training in the area of computer hardware and operating systems.
- Ability to analyze information and statistics, and write summary reports.
- IT certifications preferred.
- Possession of a valid Tennessee Driver's License and maintain insurance at standard vehicle liability rates.
- Periodic physical examinations and tuberculin test upon employment are required.
- Incumbents are subject to a criminal background check and must pass post-offer and random drug and alcohol screening.
- High School diploma or GED.
- Prefer bilingual (English/Spanish).

Knowledge or Skills:

- Excellent hardware and software troubleshooting skills.
- Ability to learn and adapt to new technologies and software.
- Strong knowledge of network infrastructure, Microsoft's operating systems.
- Strong computer skills, including a working knowledge of Microsoft's word processing, spreadsheet, Internet, and email software.
- Ability to communicate and train effectively with a variety of backgrounds, including novices, in the operation of network computer systems.

- Simultaneously handle multiple projects, which require solution research and implementation. Ability to learn and adapt to new technologies and software.
- Ability to exercise independent judgment to adapt or modify methods and standards to meet variations in assigned objectives.
- Interpersonal skills and the ability to work as a team member.
- Good work ethic and self motivated.
- Ability to focus on both content area and management level issues.

Working Conditions:

- This position requires incumbent to walk, sit, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; and talk and hear.
- Daily required to stand, climb, balance and stoop, kneel, crouch or crawl.
- Incumbent is required to regularly lift and/or move up to fifty pounds.
- Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
- The physical demands described above are representative of only some that must be met to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: This job description is not intended to be all inclusive; employees may perform other related duties as negotiated to meet the needs of the organization.

Highland Rim Economic Corporation
06/18/2015

Signature _____

Date _____