

## **Job Description**

**Job Title:**

Technology Administrative Support

**Reports To:**

IT Technician/Sisters Community Coordinator

**FLSA Classification:**

Non-Exempt.

**Creation/Last Revised:**

12/2020

---



**Job Summary:**

The person in this position collaboratively assists the IT Technician as primary and other departments, including the Sister Services team, as secondary. The person in this position is truly versatile and able to take initiative and use independent judgment. Job duties vary but include technology and administrative support for all areas.

In March of 2019, FSPA partnered with Locknet, a managed IT service provider. Locknet offers security, network support and managed services to help IT staff monitor, manage and develop a proactive approach to department services. The person in this position partners with Locknet to support the daily technology needs of FSPA.

**Job Type:** Full-time, on-site; works 40 hours per week

**Education & Experience:**

- Two or more years of help desk/administrative support experience preferred.
- Previous customer service experience required.
- Strong computer skills required.
- Proficient in support of computer hardware (i.e., desktop, laptop, tablets, printers), software and applications.
- Proficient in support of mobile devices, including iPhones, Android and basic models.

**License requirements:**

N/A

### **Essential Duties:**

- Identifies with, shares in, and displays a commitment to the mission, philosophy and overall strategies of the Franciscan Sisters of Perpetual Adoration.

### **IT Department (60%)**

- Assist with day to day IT support functions.
- Field incoming service requests via telephone, email or in-person ticket submission in a courteous manner.
- Determine priority, create, and track tickets. Ensure tickets are updated with detailed notes.
- Prioritize and schedule requests, e.g. sister IT needs or staff replacement machine orders, with appropriate IT staff or Locknet.
- Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Track and monitor open problems to ensure service level standards are met.
- Follow up on unresolved issues and work with IT staff to see problems through to resolution.
- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Facilitate set up and management of various user accounts, including new hires, terminations, and new group email accounts through Locknet.
- Provide on-site computer and software application training. Prepare training materials for various software applications. Develop help sheets and frequently asked questions lists for end users.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Assist with virtual meeting scheduling and assistance.
- Assist with equipment inventory management.
- Assist with shipping, receiving, and inventory ordering, as necessary.
- Participate in the call rotation.
- Assist with user / office moves, as necessary.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.

### **Sister Services and other departments as requested (40%)**

- Provide administrative services as requested.
- Attend meetings, take minutes and prepare materials called for in the minutes.
- Coordinate meetings and logistics, collect materials, prepare and distribute agendas and background materials as needed.
- Maintain and distribute the weekly and monthly Sister Services calendars.
- Maintain the in-house telephone directory.
- Perform general clerical duties to include but not limited to: photocopying, faxing, posting mail, delivering mail, scanning photos and documents and filing.
- Create, maintain and update files, forms, databases, etc. for several departments.

- Prepare correspondence as requested.
- Research information and topics as requested.
- Assist with preparations for house events, including Jubilees, volunteer recognitions, holidays, ordering and distributing event tickets, etc.
- Assist Sisters with mailing packages, large envelopes, pre-sort and metered mail.
- Operate standard office equipment, including copiers, fax machines, printers, postage meter, etc. Answer questions and troubleshoot when needed.
- Order and fill supplies as needed.
- Handle reservations for St. Rose guest rooms, Clare guest rooms and Neshonoc Cottage. Notify appropriate personnel plus Sisters who share bathrooms with guests.
- Prepare invitations to FSPA in the La Crosse area, Prayer Partners, and Affiliates for holidays and special community feast days. Inform appropriate personnel regarding the guests attending.

### **\*\*Other Duties as Assigned\*\***

#### **Knowledge, Skills, and Abilities:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to organize and prioritize the daily needs of the IT Department and the Sister Services Department.
- Knowledge of personal computers, standard software, database management, and other electronic equipment including phones, email.
- Exceptional communication skills, with a focus on rapport-building, listening, and questioning skills.
- Must be able to handle multiple tasks simultaneously and accurately while providing excellent customer service.
- Strong attention to detail.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Handles sensitive and confidential materials in a discreet, professional manner.
- Strong analytical and strategic thinking, as well as planning/organizing and problem-solving skills.
- Willingness to learn new technologies and maintain industry knowledge.
- Must be able to adapt to changing work priorities; communicate with diverse groups; meet deadlines and schedules; work as part of a team, and work with frequent interruptions.
- Job requires independent judgment and decision making within established guidelines and is typically performed under general supervision.
- Ability to occasionally work after hours or weekends.

## **Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and walk; uses hands to finger, handle and feel; reach with hands and arms; talk and hear. The employee is frequently required to sit, stoop, kneel or crouch. The employee occasionally is required to climb a ladder and balance. Move up to 10 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds. Specific correctable vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a temperature-controlled environment. While performing the duties of this job, the employee is regularly exposed to risk of electrical shock. The noise level is usually moderate; subject to frequent interruptions.

**Prerequisite:** Physical exam, Tuberculosis screening test, drug screen, criminal background check

## **Disclaimer clause**

The above statements are intended to describe the general nature and level of work required of the job. They are not meant to be an exhaustive list of all responsibilities, duties and skills required. FSPA reserves the right to change job responsibilities, duties and hours as needed.

I have read and understand the job description. I agree to accept the responsibilities and duties as outlined.

---

Signature

---

Date