

**COLLEGE NOW GREATER CLEVELAND**

**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>IT and Data Support Specialist</b>
<b>STATUS:</b>	<b>Non-Exempt</b>
<b>STANDARD HOURS:</b>	<b>Full Time, 40 Hours per Week</b>
<b>REPORTS TO:</b>	<b>Director of IT and Data Services</b>
<b>ASSIGNED TO:</b>	<b>IT and Data Services</b>

**Position Description:**

Responsible for providing help desk support related to information technology requests, maintaining technology assets and assisting with data-related functions. Acts as a liaison between IT and Data Services Department and staff members.

**Essential Functions:**

1. Provides broad range of IT help desk support (Level 1 – 2) to staff, partners, and affiliates. Track progress through central ticketing system to ensure accountability and SLA (Service Level Agreements) are achieved by properly recording, documenting and closing tickets. Properly escalate unresolved issues to next level of support.
2. Maintains technology assets by effectively tracking, documenting and auditing equipment and licenses including desktops, laptops, servers, printers, and other technology.
3. Maintains network QoS (Quality of Service) by establishing and enforcing organization standards related to acceptable use, network security, and Service Level Agreements.
4. Maintains professional and technical knowledge related to solving IT-related support tickets.
5. Assists in the creation of data reports and participates in activities related to data processing.

**Qualifications:**

The IT and Data Support Specialist must be extremely detail oriented, customer focused and solution driven. Candidates must have an associate's degree in a technology related field or equivalent work experience and exhibit strong written and verbal communication skills.

*Disclaimer: "Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time."*

**If interested in applying, send a cover letter and updated resume to [carrers@collegenowgc.org](mailto:carrers@collegenowgc.org).**