



JOB DESCRIPTION

JOB TITLE: Technical Specialist

DEPARTMENT: E-Engagement

REPORTS TO: SVP of E-Engagement

APPROVED BY: Tracy O'Brien

APPROVED DATE: 1/2018

CLASSIFICATION: Non-Exempt

SUMMARY:

This position is responsible for the day to day management of IT processes, as well as internal and external client support. Primary responsibility for this position is to ensure that all scheduled processes run without error each day and ensure that internal and external clients can successfully access systems and websites as necessary. Activities include internal and external customer engagement to solve technical issues, supporting the IT support staff with testing requests and scheduled job management, and hardware inventory management.

DUTIES AND RESPONSIBILITIES:

1. Check all scheduled jobs on all SQL servers to ensure nightly and daily processes are running successfully. Troubleshoot any job failures with IT Staff.
2. Check all scheduled jobs on SQL Reporting server to ensure they are processing successfully. Troubleshoot any job failures with IT Staff.
3. Responsible for the organization and inventory management of all desktops, monitors and peripheral devices. Order new inventory after approval from supervisor.
4. Initial website setup when new agency is being on-boarded.
5. Responsible for ensuring Insuritas' in-house system for importing data from FI's is running properly. Report any missing data or processing issues to IT Staff.
6. Assist in any testing for upcoming deployments and report bug findings to development staff
7. Support internal staff having technical issues and resolve or escalate
8. Setup all new employees and onboard on first day of employment
9. Execute SQL Scripts/in-house apps to update data as necessary
10. Research new technologies that will improve efficiency of any business unit
11. Installs necessary software on desktops
12. Troubleshoot printer issues and order supplies as necessary
13. Logs issues to outside vendors and manages timely responses back from vendors
14. Ensure proper destruction of all retired equipment
15. Assist all IT Staff with any additional requests



OTHER DUTIES AND RESPONSIBILITIES:

Performs other work related duties as assigned. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.

SUPERVISORY REONSIBILITIES:

None.

QUALIFICATIONS:

- Bachelor’s degree in Computer Science or related field or equivalent experience
- Working knowledge and understanding of the basic principles, theories, concepts, and practices in the applicable area of technical specialization
- SQL experience a plus, but not a requirement
- Proficient in Microsoft Office
- Desire to learn the Software Development Life Cycle and process methodologies
- Ability to interface with staff members at all levels
- Ability to work independently as well as within a small team
- Strong organizational, problem solving, and analytical skills
- Detail oriented and a team player
- Ability to understand technical documents and present technical information
- Ability to successfully manage multiple task assignments across several projects
- Proactive approach to problem resolution and ability to work in a fast paced environment

KEY COMPETENCIES:

This table represents key competencies associated with this and other related jobs. It is not intended to capture all knowledge, skills and abilities needed to effectively perform in this job.

IT Environment	Knowledge of Insuritas’ total Information Technology (IT) environment.
IT Industry: Trends & Directions	Knowledge and understanding of marketplace experience, developments and trends related to the IT function.
Application Testing	Knowledge of application testing and ability to design, plan and execute application testing strategies and tactics to ensure software quality throughout all stages of application development.



IT Project Management

Knowledge of and the ability to plan, organize, monitor and control It projects ensuring the utilization of technical resources to better achieve project objectives.

PHYSICAL WORK ENVIRONMENT:

The office work environment is characterized as containing light to moderate noise levels and physical activity. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

This job description is intended to provide a general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Employee Job Description Acknowledgement:

I have read this job description and I completely understand all of my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs the company without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my supervisor or Human Resources. I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my supervisor. I have discussed any questions I may have had about this job description prior to signing this form.

Employee Signature

Date