



ALU LIKE, Inc.

JOB VACANCY ANNOUNCEMENT 16-010 (INTERNAL/EXTERNAL)

POSITION TITLE: SPECIALIST IV (Help Desk)
REPORTS TO: INFORMATION SYSTEMS OFFICER
DEPARTMENT/PROGRAM: INFORMATION SYSTEMS (IS)

Job Summary.

The responsibilities of the Specialist IV is professional/technical tasks for a Project, Department, or Administrative Services Office requiring a Bachelor's Degree plus Certificate level of expertise. This position To provides the primary interface between IS and staff in support of the use of Information and Communications Technologies.

Duties and Responsibilities.

ADMINISTRATIVE (5%)

1. Keeps the ISO updated on pertinent matters occurring in his/her absence and of matters requiring his/her attention.

SUPPORT (95%)

1. Provides the primary interface between ISD and clients.
2. Furnishes front-line support to both internal and external customers who are in need of assistance to efficiently perform their duties. This function also is a central point for recording and monitoring all problems reported by both customers of ISD and the ISD staff.
3. Provides direct (via e-mail, by phone and in person) consultation on basic to intermediate level questions relating to computing and multi-media content development at ALU LIKE, Inc. (ALI) main office and remote sites, to staff and clients.
4. Answers questions about and resolve everyday problems concerning connectivity to and use of ALI ALU LIKE host computers and the Internet, use of personal computers, software applications and operating systems for staff and clients.
5. Performs general set-up configuration and maintenance tasks related to IT and communications hardware and software operation, documentation and information resources, and other items as necessary to support the client base.
6. Assists with the creation and maintenance of IS training and procedures manuals, newsletter, websites, etc.
7. Implements one-on-one or group IT training classes.
8. Programming of phone and voice-mail systems.
9. Updates and maintains ALI website content.
10. Updates brochures and other informational and training media using desktop publishing software.
11. Works cooperatively on projects which enable Help Desk staff to provide high quality client services.

Interaction.

The Specialist IV has daily and extensive contacts with ALU LIKE's staff and external clients and customers.

Required Job Requirements.

Education and Experience

1. Bachelor's Certificate or Degree **and**
2. Two (2) years job-related experience as a Computer Technician or Support Personnel.

Substitution

1. Associate's Certificate or Degree **and**
2. Four (4) years job-related experience as a Computer Technician or Support Personnel **or**
3. High School diploma or equivalent **and**
4. Six (6) years job-related experience as a Computer Technician or Support Personnel, when such experience provides the functioning level described above.

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Required Job Requirements. (Continued)

Skills, Knowledge, and Abilities

1. Excellent communications skills (verbal, written, listening, telephone).
2. Working knowledge of both WinXP and Server operating systems.
3. Working knowledge of Outlook and Office 365 email administration.
4. Working knowledge of current MS Office suites, Access and SQL.
5. Ability to work well in consulting role with staff and clients.
6. Working knowledge of other ALU LIKE supported software.
7. Ability to work in a busy and pressured environment.
8. Ability to explain technical terms to non-technical clients.
9. Ability to converse well in person and by telephone
10. Appropriate tact and diplomacy as is required to be successful in a public relations environment.
11. Ability to adjust working hours to accomplish tasks as required.
12. Ability to travel to neighbor islands to support ALU LIKE's staff and/or clients

Other Requirements

1. Valid Hawaii driver's license, current personal no-fault insurance, and daily access to an automobile.
2. Excellent driving record verified by a State of Hawaii traffic abstract.

Working Environment.

The Specialist IV works indoors in a comfortable working environment. Duties may entail lifting, carrying, pushing, and pulling computer boxes, equipment, and miscellaneous items up to 50 pounds. Depending on workload, hours may be adjusted to accomplish tasks. Specialist IV may be susceptible to eyestrain and back discomfort and may experience hand and wrists problems.

Desired Requirements.

1. Bachelor's Degree in Computer or related technologies plus an A+ Certification.
2. Familiarity with TCP/IP, Microsoft Networking, and/or other Ethernet based networks is highly desirable.
3. Knowledge of ALU LIKE's programs and projects.
4. Previous experience in state or federally funded programs.
5. Knowledge, understanding and experience with Native Hawaiian culture and values.
6. Ability to work effectively with Native Hawaiians.

SALARY:	Salary Level 11. Regular full-time with benefits
WORKPLACE:	ALU LIKE, Inc. INFORMATION SYSTEMS DEPARTMENT 2969 Mapunapuna Place, #200 Honolulu, HI 96819
TO APPLY:	For consideration, qualified applicants <u>must</u> , mail, fax, email <u>Cover letter and resume</u> to: ALU LIKE, Inc. Attn: Personnel Office 2969 Mapunapuna Place, #200 Honolulu, HI 96819 Fax: (808) 524-3670 Email: personnel@alulike.org
SUBMISSION DEADLINE:	Position open til filled.