

River Valley Child Development Services

A leader in providing high quality early childhood care and education services
for children, families and communities

Job Description

Position:	Equipment Coordinator
Program:	Connect Child Care Resource & Referral
FLSA Class:	Non-Exempt
Position Accountable to:	Supervisor, Director – Connect CCR&R, Executive Director
Position(s) Accountable for:	N/A
Purpose of Position:	Provide technical computer support
Educational Requirements:	High school or equivalent with advanced computer training and/or college related courses
Experiential Requirements:	Basic computer troubleshooting, software and anti-virus installation and updating; advanced computer training and experience in workstation management and cabling assignments, creation of floor plans for cabling, knowledge of category five cabling schemes, and familiarity with software packages used in the field strongly preferred
Additional Training Required:	Fulfill requirements of Individual Staff Development Plan
Drivers License, Liability Insurance, and Acceptable Driving Record:	Required
Additional Required Certifications/Tests/Licenses:	N/A
Provisional Period:	Six months

Capabilities/Skills:
<p>Able to organize, work collaboratively in team environments, and maintain high level of confidentiality and customer service.</p> <p>Able to be reliable, responsible and dependable.</p> <p>Ability to troubleshoot and present solutions in a fluid work environment.</p> <p>Possess excellent verbal and written communication skills.</p> <p>Ability to follow directions.</p> <p>Ability to lift computer equipment.</p> <p>May need to be able to move file cabinets, desks, bookcases, etc. and/or unload trucks, as needed or requested.</p>

Have access to dependable transportation and travel as needed.

Must be eligible to meet requirements of the STARS career pathway.

Essential Responsibilities:

General

Adhere to NAEYC Code of Ethics.

Follow and promote agency philosophy and mission; promote unity and teamwork within program and agency.

Keep supervisor informed on all relevant matters.

Complete ISDP requirements.

Program

Serve as first point of contact for all computer related concerns; troubleshoot all problems and resolve (as many as possible) or escalate when required.

Troubleshoot and resolve general office equipment issues including but not limited to printers, copiers, postage machines, scanners.

Troubleshoot and resolve issues with the telephones and telephone system. Serve as the point of contact when contacting the telephone company to resolve issues that do not involve billing.

Serve as liaison to MIS and the Regional Technical Support Specialist; inform of recurring problems, automation and cabling needs, status of projects, user needs, etc.

Make updates to the CCR&R website to ensure that it adheres to WVDHHR Policy 5.05 Web Design Standards. Updates include: uploading the quarterly newsletter to the website, updating employee contact information, and updating any other content on the site.

Plan and provide training to staff on equipment and computer related concerns.

Replace patch cables and troubleshoot LAN connection problems with assistance from Help Desk and Regional Support Specialists.

Serve as a liaison between the FACTS Help Desk and the staff. Assist users with FACTS computer database registration and application problems.

Prepare and maintain records of all employee network logon requests, delete forms, and DHHR privacy forms.

Participate in staff and/or management meetings and committee meetings as needed.

Research available equipment and software options and present recommendations to Director. Communicate issues and/or needs and staff issues or needs to Director.

Maintain postage machine and load funds if needed to the machine. Submit monthly postage readings to the Director. Order postage supplies as needed.

Submit purchasing suggestions to the Director in a timely manner for needed equipment and supplies.

Maintain inventory lists for all office equipment and submit to the Director by July 1st and December 1st of each year.

Maintain and update equipment for the Internet Café.

Any other duties assigned by the Executive Director, Director – Connect CCR&R, Supervisor.

Job Duties:

Update office workstation floor plans and workstation inventories.

Prepare, maintain and submit semi-annual inventory report by the deadlines.

Install and maintain software purchased by the program.

Install and update anti-virus software.

Receive hardware shipments and coordinate installation of computers and other equipment.

Upload quarterly newsletter to the Connect website.

Update information on the website such as staffing changes, outreach location information, and any other program changes as directed by Supervisor or Director.

Request to purchase needed equipment in writing to the Director with an explanation for the need of the equipment along with details such as vendor and pricing comparisons.

Provide technical assistance to visitors that are using the program's equipment as needed.

Printed Name: _____

Signature: _____

Date: _____