

Mental Health America of Northwest Indiana

**POSITION DESCRIPTION**

**Position:** IT Support Specialist (Exempt)  
**Supervisor Responsibilities:** No

**Reports to:** VP of Operations

**Position Summary:**

The IT Support Specialist will oversee computer systems for Mental Health America of NWI, a mid-size non-profit with offices in Lake & Porter County. The position offers IT support to the organization's team of 75 staff across two main offices and 3 small satellite office, to optimize operational efficiency. Their duties include resolving technical issues, maintaining hardware and software installations, working with systems related vendors, and improving IT systems. Reports to VP of Operations, and works closely with the Office Manager.

**Essential Duties and Responsibilities** include the following, although *other duties may be assigned to meet agency needs.*

- Lead coordinator with IT, Internet & Communications, and copier vendors for maintenance and upgrading hardware, equipment and systems.
- Troubleshooting daily IT issues with staff
- Resolving logged errors and systems issues in a timely manner
- Laptop deployment and maintenance, equipment
- Manage phone systems (currently VOIP)
- Training to staff on IT and Communications systems, functionality & protocols
- Maintain established network and internet systems
- Work with Operations to create and implement CQI planning to improve overall IT interface for staff and keep up with technology advancements and trends.
- Maintaining databases and ensuring system security.

**Minimum Qualifications:**

- Bachelor's Degree in IT field of study and/or certification in Computer Information Systems or Information Technology and Networking
- At least 3 years' experience in the field of technology
- Exceptional ability to provide technical support and resolve queries.
- In-depth knowledge of computer hardware, software, and networks.
- Ability to determine IT needs and train end-users.
- Knowledge of Office 365, database maintenance and system security.
- Ability to keep up with technical innovation and trends in IT support.
- Exceptional interpersonal and communication skills.
- Valid driver's license and insurable record required

Mental Health America of Northwest Indiana is an equal opportunity employer and does not discriminate in the recruitment, employment, promotion, or transfer of qualified personnel, or in the administration of personnel practices based upon age, sex, race, ethnicity, nationality, handicap, or religion.