# Peninsula Humane Society & SPCA
# Information Systems & Security Technician

**Job Title:** Information Systems & Security Technician
**Division:** IT
**Reports To:** Information Systems & Security Manager
**FLSA Status:** Non-Exempt, Full-Time
**Salary Range:** $25 - $31 per hour (DOE)
*Excellent Benefits Package Available*

**Summary:** Under guidance of department head, ensures systems and programs are maintained and provides help desk support. ***Position is hands-on and must be performed on-site.***

**Essential Duties and Responsibilities** include the following (other duties may be assigned):

**Help Desk Support:**
- Responds to support tickets and other support requests.
- Provides training and problem solving for all employees related to computers, peripherals, and the phone system.
- Conducts IT-related onboarding and trains new employees in all aspects of computers and phone systems.
- Maintains and distributes telephone directory and Org Chart.

**Computers:**
- Performs PC maintenance & upgrades.
- Under guidance of the Manager, installs and maintains software/hardware.

**Phones:**
- Troubleshoots problems with the phone system.

**Other Duties:**
- Programs and troubleshoots miscellaneous electronic devices.
- Troubleshoots printers and copy machines.
- Other duties as assigned.

**Qualifications:**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associates Degree in Computer Science or similar field is required; or 1-3 years of related experience and/or training in computers, phones and security systems; or equivalent combination of education and experience. Familiarity with Remote Monitoring and Management (RMM) systems (i.e NinjaOne) preferred.

- Knowledge of Windows 11Professional environment.

- Knowledgeable (or becomes proficient within introductory period) with Windows Server Active Directory and Security Permissions.

- Proficient knowledge MS Office 365 applications and Console.

- Upon hire, must pass a background check.

- Possess a valid CA Driver's License, with a good driving record to be insured with our insurance.

- Good communication skills, verbal and written. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write, read and comprehend simple instructions, correspondence, and memos accurately. Proven ability to communicate technical information effectively with individuals who have varying degrees of computer competency.
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- Ability to accurately add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- Ability to handle multiple projects and work independently is a must.

- Excellent problem-solving and organizational skills.

- Knowledge of Ring Central phone systems and voicemail, or other VOIP systems.

- Interest in and understanding of the non-profit industry is a plus.

- Highly motivated toward the welfare and treatment of all animals is a plus.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions. They include but are not limited to the following: able to lift and/or move up to 50 pounds; stand or sit for extended periods of time; reach to an arm's length; use hands and fingers to handle or feel; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The majority of the work performed is in an office setting and noise level is usually moderate to loud. Occasionally exposed to outside weather conditions. May be exposed to zoonotic diseases. Receives day-to-day tasks from Manager and Lead Technician. Will travel to other worksites as needed. When necessary, will be on-call, work on weekends and overtime. This position has designated start times due to time-sensitive duties, opening the shelter, offering services, etc.

EOE/M/F/D/V/SO