



## INFORMATION TECHNOLOGY SPECIALIST 1

Location: All UCAN Locations

Salary: \$20.30 - \$30.45 Hourly

**Full Time Position / Position works 40 hours per week.**

**The Information Technology Specialist 1 serves as first line support to all UCAN employees at all UCAN locations.**

### ***ESSENTIAL JOB DUTIES***

**Under the direction of the Information Technology Director the IT Specialist 1 will:**

- Respond to requests from employees for technical assistance in person, via phone and/or electronically.
- Identify, prioritize and resolve technical hardware and software issues.
- Train and orient staff on new database systems, hardware and software. Research questions using available information resources.
- Track and route problems and requests; document solutions.
- Assist with the installation, configuration and ongoing usability of desktop computers, and peripheral equipment and software.
- Receive and respond to requests for setup and support of standard AV equipment and installation and programming of telephone systems.
- Participate in electronic equipment inventory management and attention to internal processes.
- Remain current with company system information, changes and updates. Remain current on technology developments.
- Analyze and implement Operating System patches. Test fixes to ensure problems are adequately resolved.
- Requires regular and consistent attendance.

### ***POSITION REQUIREMENTS***

**Minimum Qualifications:**

- Associate's degree in computer science or related field and one year work related experience OR three years increasingly responsible work related experience OR a satisfactory equivalent combination of education, experience and training.
- Considerable knowledge of computer operating principles, capabilities, and general uses; considerable knowledge of recommended computer hardware, software and peripheral equipment; considerable knowledge of technical terminology typically encountered in an information services environment; considerable knowledgeable in the basic set up of a PC and proficient in the installation and support of commercial software, Active Directory; basic knowledge of LAN and WAN network equipment; basic knowledge of support, and troubleshooting of remote access software.
- Use of modern office equipment which includes computers and systems; proficient in the usage of Microsoft Office tools: Word, PowerPoint, and Excel.
- Communicate effectively in both oral and written forms; multi-task with limited supervision; work independently as well as part of a team estimate and manage time efficiently; establish and meet deadlines; train one-on-one or a group in a small classroom environment
- This position requires driving. At time of appointment, must possess valid Oregon driver's license. Out of state license holders are required to obtain Oregon driver's license within 30 days of hire. Finalist must provide court print driving record that meets the requirements of the UCAN Driver Policy as part of contingent offer of employment.



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- This position requires enrollment in the Criminal History Registry. Link: [Application for Enrollment in the Criminal History Registry \(CHR-601\)](#)
- This position requires complete vaccination against Covid-19 or approved exemption prior to start date.
- This position requires a Staff Health Appraisal within the first 60 days of employment.
- This position requires bending, occasionally lifting and carrying 25 -60 pounds, frequently lifting between 1 and 25 pounds. Requires bending, lifting, reaching, walking, carrying, sitting, stooping, keyboarding, pushing and hearing voice conversation. Requires continuous mental and visual attention.

**Preferred experience:** PC experience in Windows environment; laptop and PC repairs; memory upgrades, PCMCIA cards, scree, keyboard and HDD swaps; set-up management, and support of laptop PC's. Good technical skills with a thorough understanding of data communications. Ability to implement and maintain a proactive support environment. Comp TIA A+ and MCP certifications preferred.

**SUBMIT completed application and any other required documentation to:** [ucan.employment@ucancap.org](mailto:ucan.employment@ucancap.org)

UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470

Website: [www.ucan.com](http://www.ucan.com) Phone: 541-492-3913 FAX: 541-492-3921

**UCAN is an Equal Opportunity  
Employer.**

If you require special assistance at any point during the application or selection process and would like to request an accommodation due to a disability, please e-mail a description of your request to Human Resources:

[ucanhr@ucancap.org](mailto:ucanhr@ucancap.org)