Boys & Girls Clubs of Metro Denver is offering an exciting opportunity for the right person to join our dynamic, forward-thinking team. We rely on the dedication of caring employees to provide a safe, nurturing environment for kids to learn and grow. We take pride in our highly skilled, diverse and committed workforce. Our staff are educators, coaches, artists, mentors, community leaders and ambassadors. Join a team of passionate individuals who are working to make a difference for kids.

IT Specialist

Club/Office Location: Program Support Center (Main Office)

Job Description:
Reporting to the IT Director, the IT Specialist is responsible for providing excellent support services aligned with the BGCMD's mission, vision and core values. The IT Specialist will work with the IT team to deliver and improve systems, applications and operations. The IT Specialist will work collaboratively across 17-worksites to support over 500 computers, and ultimately support the impact of over 10,000 Club members annually.

Responsibilities include:

- Support, monitor, test, and troubleshoot end-user hardware and software, install software and perform tests on computer equipment and programs;
- Set up computer equipment, schedule maintenance and conduct minor.
- Perform appropriate procedures, documentation, inventory assessment and other procedures related to IT;
- Maintain, monitor, and assess system components and make recommendations regarding computer system security, monitor network, computer, and disk utilization.
- Teach club staff how to use programs.

This position helps program staff members deliver the ultimate club experience by ensuring that equipment and systems work effectively. This position is the first point of contact for staff across the organization. The IT Specialist will have the opportunity to troubleshoot an array of technological difficulties.

To meet this expectation, the IT Specialist must have the following skills and experience:

- Strong knowledge of computers and how they operate, which includes having a broad understanding of hardware and software, operating systems and basic computer programing;
- Experience with Microsoft Windows 7, 8, and 8.1, Microsoft Office 2010 and 2013, and Office 365 including Sharepoint;
- Experience with Windows Server 2012, especially Active Directory and Group Policy is a plus;

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and objectives of employees assigned to this job. The Boys & Girls Clubs of Metro Denver is fully committed to Equal Employment Opportunity and to attracting, retaining, developing and promoting the most qualified employees without regard to their race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other characteristic prohibited by law.

Finally, this position requires excellent communications skills and demonstrate the ability to work collaboratively to reach departmental goals. The IT Specialist must be able to maintain a high level of professionalism and confidentiality. The IT Specialist is expected to engage and support all BGCMD personnel, members, donors, and volunteers through a positive approach. Additional responsibilities may include: meeting with other staff, inventory, upkeep of equipment, maintaining the budget and participating in ongoing professional development.

Job Requirements:

- This position requires the completion of an AA/AS or a certificate program in a closely-related field. Recent graduates are welcome to apply. Direct experience in a similar position may be substituted on a year-to-year basis.
- This position requires 0-2 years of experience performing enterprise and/or client/server work for a small to medium to scale computer system with advanced operating systems and software, security, login and logout functions, and supporting remote users via VPN technologies.
- Candidates must be able to pass a drug test, criminal and driving records investigation.
- The successful candidate will primarily work indoors. Accordingly, the ability to use a variety of equipment including janitorial and office equipment is required. The job requires the ability to stand for extended periods, kneel, reach, bend, and lift objects weighing in excess of 50lbs. Outdoor work and moderate physically demanding activities may be required on occasion. The ability to read and write is necessary to complete reports and properly document program and organizational data. A valid driver's license and ability to be insured under the company's insurance policy is also a requisite.

Details:

Status: Full-time (40 hours per week);

Pay Range: $37,000 - $40,000;

Benefits: Health, dental, vision and life insurance, a generous 401(k) matching program, paid time off including holidays and birthday, paid parental leave, professional development opportunities and more!

Interested applicants should submit a cover letter, resume and three professional references to jobs@bgcmd.org. Please include the position title in the subject line of the e-mail.
This position will remain open until filled.

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