

JOB POSTING

The Florida United Methodist Children's Home, a Nonprofit organization,
is currently seeking applicants for the following position

Applications Support Specialist

We are a faith-based organization, creating an atmosphere which enables children and families with special needs to experience God's love and care as presented in the life and ministry of Jesus Christ.

SUMMARY

The Applications Support Specialist will provide remote and onsite technical support (hardware and software) to the end users of this organization, work on application integrations and support and assist with projects as needed.

EDUCATION AND/OR EXPERIENCE

Bachelor's Degree or higher education with a minimum of two years working experience in Information Technology.

QUALIFICATIONS

- Two years of work experience (could include work experience while in College/University) in troubleshooting of computer systems and applications (software and hardware)
- Knowledge of windows based networks, routers, firewalls, servers, and security software.
- Knowledge in Database development, management and maintenance
- Knowledge in web design and development is a plus
- Genuine interest in assisting others with technical problem solving.
- Must be able to work long hours during emergencies, system maintenance/upgrades, and at other times when needed
- Must be willing to travel to provide support to our satellite offices (Madison, South Florida and Tampa currently)
- Must be willing to learn, research and recommend solutions
- Must be able to communicate both written and orally
- Must have strong customer service skills
- Must be a person of high moral standards and character in keeping with the heritage, mission and ministry of the Florida United Methodist Children's Home as well as the treatment milieu of FUMCH, which recognizes all staff as role models for the children and youth in care.
- Meet the requirements of the Florida United Methodist Children's Home's pre-employment physical examination and drug screen
- Must pass background-screening requirements established by the State of Florida Department of Children and Families for employees of residential group child care facilities.
- Must be an advocate for children
- Must have sensitivity to the service population's cultural and socioeconomic characteristics
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PRIMARY DUTIES AND RESPONSIBILITIES

- Computer, mobile devices and peripherals setup and installation
- Troubleshoot, maintain and resolve equipment (computers, mobile devices etc) and software issues
- Provide Database support to our Development and Finance departments. Assist with queries, forms, periodic letters and general troubleshooting
- Assist in testing new hardware and software prior to implementation
- Maintain an inventory of all IT systems
- Assist I T Specialist in management of Kaleidacare Client Management system
- Provide remote and onsite hardware and software support to satellite offices
- Keep all security fixes and updates applied to equipment and software

If you are interested in the above position, please submit a resume via email to jobs@fumch.org, or fax it to (386) 668-3363, Attn: Human Resources

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- Keep Antivirus software updated on all equipment
- Install new software; update existing software and operating systems as needed
- Provide technology training to end users
- Participate in the quality improvement process
- Advise/recommend Information Technology Director on equipment upgrades and improvements in the system
- Responsible for other related duties as assigned by the Information Technology Director

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities

The Florida United Methodist Children's Home does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, disability, veteran status, marital status, or any other status protected by law except where such protected category is a bona fide occupational qualification (BFOQ), to the extent that someone's needs can be addressed and cared for within the scope of program services with the financial resources of the agency. FUMCH makes services accessible and available for persons with communication challenges. Equal Opportunity Employer, Drug Free Workplace. All applicants must be able to pass a Federal background screen, drug screen, and driving screen.

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