

# JOB POSTING

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

## **IT 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 IT Support Specialist will work with Information Technology Director to ensure that all IT systems and equipment are working effectively.

### **EDUCATION AND/OR EXPERIENCE**

Bachelor's Degree or higher education with a minimum of three plus years (3+) working experience in Information Technology.

### **QUALIFICATIONS**

- Three plus (3+) years of work experience in advanced troubleshooting of computer/IT systems
- Proficient with windows based networks, routers, firewalls, servers, operating systems and security software
- Knowledge in Database design, development 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
- 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

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- Computer / network equipment setup and installation
- Maintenance, repair or replacement of the computers, servers, mobile devices, printers, routers, firewalls, or other network and computer equipment, and the software running on them as directed by the Information Technology Director
- Provide Audio Visual technical support during meetings
- Provide Database support to the development department. Assist with queries, forms, periodic letters and general troubleshooting
- Keep all security fixes and updates applied to equipment and software
- Keep Antivirus software updated on servers and client machines
- Network cable installation, repair and trouble shooting
- Install new software, update existing software and operating systems as required
- Advise/recommend Information Technology Director on equipment upgrades and improvements in the system

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

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- Follow all security policies and work with Information Technology Director on security issues
- Assist IT Specialist in management and troubleshooting of Kaleidacare Management system
- Provide hardware and software support to satellite offices
- 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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