



MidPenn Legal Services
Job Description

Position Title: IT Support Technician
Exempt Position: Yes
Reports To: Director of Technology
Supervises: No Staff

The IT Support Technician position encompasses the performance of functions related to **Information Technology**. The requirements and responsibilities of this position can be revised or eliminated at any time to reflect the needs and objectives of MPLS. Affected employees will be notified of any changes and the effective date of such changes.

Employee Performance Standards

MidPenn Legal Services (MPLS) is a non-profit, public-interest law firm dedicated to providing equal access to justice and high quality civil legal services to low-income residents and survivors of domestic violence in 18 counties in Central Pennsylvania.

Each member of the staff plays an integral part in the proper representation of the client. The efficient and effective operation of the law firm requires the full cooperation of all its members to achieve our goals. Each member must therefore have a commitment to the general purposes and operation of MPLS and be able to work effectively with other MPLS staff.

All staff members are responsible for the proper execution of their duties and for dealing with our clients and visitors in a professional and pleasant manner. Dependability, trustworthiness, confidentiality, and competence are required for all staff.

All staff members are expected to integrate *MidPenn Legal Services Performance Standards* in their work, in dealing with their colleagues, and in serving their clients.

The requirements in this job description are the basis for employee performance evaluations.

The IT Support Technician is primarily responsible for providing desktop and end-user technical support to staff. This includes installation, operation, training and maintenance of desktop hardware, software and related infrastructure.

Duties and Responsibilities

Duties of the IT Support Technician include some or all of the following:

1. Provide help desk technical support and training to a diverse professional, administrative and clerical staff, in order to resolve hardware, software and connectivity issues to help assure staff ability to complete work.
2. Install, configure, and maintain computers, peripheral equipment and software for the program offices.

3. Assist with administration and support of the program networks to assure continuous functionality of MPLS's network environment including installation and maintenance of telephony and network cabling for all new and existing locations.
4. Assist with administration and support of the program infrastructure including, but not limited to: Windows servers, Microsoft Office365, VPN Access, line of business applications and phone systems.
5. Monitor and enforce technology policies including security and backup, when necessary perform data recoveries.
6. Maintain updated inventory of all company owned hardware.
7. Maintain a good working relationship with staff and clients.
8. Comply with program policies and procedures; performance standards; and funding source requirements.
9. Maintain proficiency in the operation of all office equipment necessary for the performance of the duties and responsibilities of the position.
10. Assist with orientation and training of new staff within areas of their expertise.
11. Such other duties that are reasonably related to support staff job functions and which may be assigned from time to time by the Director of Technology or Executive Director.

Essential Job Functions

1. Work in a law office environment with desk or workstation, executive or task chair, and standard office furniture. The offices are heated, cooled and offer typical office lighting.
2. Frequently speak and listen in face-to-face and/or telephone conversations with staff throughout the firm.
3. Frequent sitting, using wrists/hands/fingers for keyboarding and office equipment is necessary for this position. Also, occasional standing, walking, climbing, bending, stooping, reaching above shoulders, kneeling and/or crouching are necessary.
4. Travel to other program offices on a regular basis as needed.
5. Occasionally lift and/or move up to 75 pounds.
6. Occasionally walk several blocks and carry equipment and/or small parcels.

Experience and Qualifications

1. Friendly presence and helpful attitude; good interpersonal skills and ability to work well with others

2. Ability to provide support over the phone; good phone skills, professional demeanor
3. Attention to detail and strong organizational skills.
4. Strong problem solving skills; ability to visualize a problem/situation and think abstractly to solve it
5. Ability to handle constantly changing flow of traffic; remain productive during slow times. Must be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations
6. Ability to work with or without direct supervision.
7. Dependable, competent, trustworthy and have a commitment to providing legal services for low income persons.
8. Able to exercise sound judgment, show initiative and keep confidential information relating to clients.
9. Must have reliable transportation and be willing to travel among program offices.
10. Possess the ability to easily translate technical matters to non-technical personnel.
11. Possess the ability to provide user support and training to individuals and groups.
12. Associates or bachelor's degree, industry certification or any equivalent combination of education and related experience with the following:
 - Help desk or customer support
 - Microsoft Windows desktop operating systems.
 - Microsoft Office Applications.
 - Microsoft Office365 administration and support
 - Windows Server and Active Directory environments.
 - Networking

I have received, read, and understand this Job Description.

Employee Name	Employee Signature	Date
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Equal Employment Opportunity Policy

MidPenn Legal Services provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected

veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Reasonable Accommodation/Request Assistance

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job as a result of your disability. Applicants with disabilities may request accommodation at any time by contacting the MidPenn Legal Services HR department at vdiggs@midpenn.org.

Wage Range Disclosure

The expected compensation range for this position is commensurate with qualifications and experience.

Revised: February 2024