



San Gabriel / Pomona Regional Center

IT Specialist

Full Time, Non Exempt

Salary Range- \$19.25- \$32.13

The Organization

San Gabriel/Pomona Regional Center (SG/PRC) is a private, non-profit agency that is contracted with the State of California, Department of Developmental Services, to provide services to individuals with intellectual and developmental disabilities. SG/PRC has proudly served the San Gabriel and Pomona Valleys since 1986, serving 30 cities in its catchment area. We serve individuals across the lifespan from infants and toddlers, school-age children, transition-age youth, to adults and aging adults.

Position Description:

This position reports to the Information Technology (IT) Manager.

Essential Job Functions:

- Responds to helpdesk calls and Service Desk tickets
- Maintain and manage Service Desk and assign tickets
- Install and perform minor repairs to hardware, software, and peripheral equipment
- Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, appropriate software, and peripherals
- Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.
- Maintain records of users, IT equipment inventory, hardware issues, and maintenance costs
- Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Develop training materials, procedures, and train users in the proper use of hardware and software.
- Refer major hardware/software problems or defects to Network Specialist, System Administrator, Network Administrator, IT Manager, or vendors for service.
- Serves as back-up to the Network Specialist when needed
- Survey staff on the performance of various systems and hardware
- Performs other duties as needed.

Employment Standards

A Bachelor's degree in Computer Science or other related field (preferred) and/or two years of related experience in and end user support. Or the equivalent in related work experience. An additional year of related experience may be substituted in lieu of bachelor's degree. Must have Windows System Administration experience that includes loading, securing, and testing, operation and maintenance of the Operating System and software.

Knowledge and Abilities:

- Solid working knowledge of commonly used software including:
 - Microsoft 365 applications and services
- Strong understanding of PC hardware and ability to install peripherals
- Must have good oral and written communication skills
- Excellent communication with team members
- Willingness to share knowledge with team members
- Must be able to respond to a highly interrupt driven environment in a "user friendly", personable manner
- Ability to deal with a variety of people, on all levels, having widely varying technical backgrounds

Preferred Knowledge and Experience (not required):

- Experience with Microsoft Intune or other Mobile Device Management (MDM) platforms for deploying and managing workstations and mobile devices
- Familiarity with Microsoft 365 administration, including Exchange Online, Teams, SharePoint, and Azure Active Directory
- Knowledge of endpoint security, patch management, and compliance policies within Microsoft environments
- Experience supporting hybrid or remote staff through cloud-based management tools

Other Essential Requirements:

A valid Driver's license, reliable transportation and minimum liability insurance coverage is required.

SG/PRC Offers an Excellent Benefits Package including:

- Health Insurance – SG/PRC pays the full cost medical plan coverage for full-time employees. Dependents coverage is offered and available for purchase by employees.
- Dental Insurance – SG/PRC pays the full cost of the Dental DMO and PPO Plan for employees. dependents. We also offer dental coverage to dependents purchased by employees.
- No cost Vision plan for employees
- Paid Time Off – Eligible for 2 weeks of accrued vacation in the first year, 8 hours per month sick time, wellness program, milestone awards and appreciation time off.
- Holidays – SG/PRC offers 20 paid holidays throughout the year
- 9/80 Alternate Work Schedule
- Most positions are offered a hybrid-remote work option
- Retirement plan – SG/PRC Contributes 8% of employees' salary, every pay period into 401(a) SG/PRC also offers a 403 (b) matching plan and matches up to 6.2% of the employee's contribution.
- Pre-Tax Dependent Care Flexible Spending Account for eligible dependent care expenses
- No cost Life, Accidental Death & Disability, Long Term Disability Insurance for employees
- Participate in the Public Service Loan Forgiveness program

Professional Development Opportunities & Growth

SG/PRC values the professional development of staff! Many Services Coordinators and Administrative Staff gain experience and enter into Supervisor, Manager or Director positions.

Diversity, Equity, and Inclusion

At SG/PRC, we value and celebrate diversity! In September 2022, SG/PRC launched an initiative to enhance and strengthen our commitment to diversity and belonging.