The Nature Conservancy

Saving the Last Great Places

JOB DESCRIPTION

JOB TITLE: TIS Technician
JOB FAMILY: Information Systems - Field
JOB NUMBER: 800028
FLSA STATUS: Non-exempt
RELATED POSITION TITLES:

ESSENTIAL FUNCTIONS:
The Technology and Information Systems Support Technician maintains information technology systems (including PC and LAN equipment) for approximately 92 staff across 8 offices in Hawai‘i. Monitors, optimizes performance and provides disaster recovery service for the information systems in the office. Assists staff on troubleshooting software and hardware problems including network issues both locally and remotely through phone, email, and remote desktop management. Acts as primary point of communication between IS and local providers. Performs local operations functions as appropriate in accordance with TNC and TIS standards, policies and procedures.

This position is co-supervised by the Director of Internal Affairs and the Regional TIS Program Director and has no direct reports.

DUTIES:
• Responsible for monitoring data backups in the office to ensure that they are completed on a regular basis
• Provides new TNC staff with PC setup and orientation
• Responsible for local inventory maintenance and software license management. Monitors security compliance in accordance with TNC and TIS standards, policies and procedures.
• Provides technical support (PC and network equipment) including backup recovery. Performs complex software and hardware troubleshooting.
• Assists in TIS planning and budgeting and recommends appropriate technology tools and equipment purchases as the need arises.
• Responsible for ensuring network infra-structure is functional and connectivity meets organizational needs and requirements.
• Other duties as assigned

KNOWLEDGE/SKILLS:
• 3 to 4 years experience working troubleshooting computer and network systems.
• Professional certifications desired but not required.
• Knowledge of current trends in the specific field.
• Demonstrated experience in MS Office, Word, and Excel. Ability to use advanced computer functions including navigating the Internet. Ability to manipulate, analyze and interpret data.
• Familiarity with support and troubleshooting of personal computers.
• Strong dedication to customer service.

COMPLEXITY/PROBLEM SOLVING:
• Analyze situations, evaluate alternatives, and implement solutions in coordination with regional TISOM.
• Interpret guidelines and analyze factual information to adapt processes in response to changing circumstances.
• Duties may require non-routine analysis, research and follow-through.
• May act as a resource to others to solve problems.
RESPONSIBILITY/OVERSIGHT:
• Coordinate purchasing of HW and SW with regional TISOM.

COMMUNICATIONS/INTERPERSONAL CONTACTS:
• Coordinate office communications with regional TISOM.
• Consistently demonstrate professional, positive, and approachable attitude/demeanor and discretion. Demonstrate sensitivity in handling confidential information.
• Formulate and clearly communicate ideas to others.

WORKING CONDITIONS/PHYSICAL EFFORT:
• Ability to work under stress during workload periods.
• Work requires minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements. Work requires substantial traveling to neighbor island offices.

TO APPLY:
Please submit cover letter outlining relevant work experience and resume to jeber@tnc.org by December 21, 2007

The Nature Conservancy is an Equal Opportunity Employer