

POSITION DESCRIPTION

Mission

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities, and hope.

Compensation

Starting at \$18 per hour

Benefits

- ✓ Health insurance
- ✓ Dental insurance
- ✓ Vision insurance
- ✓ Short- & long-term disability
- ✓ Life insurance
- ✓ Retirement plan
- ✓ Paid holidays
- ✓ Flexible paid time off
- ✓ Telecommuting options
- ✓ Book and movie clubs
- ✓ Wellness initiatives

Classification

Non-exempt

Reports to

Vice President of Operations

Summary/Objective

This position will be responsible for facilitating the efficient function of Habitat for Humanity Greater Orlando & Osceola County's technology by performing a variety of data and technology management, including day-to-day trouble shooting and administrative tasks. This role will require both basic experience and ability to interface with all levels of users.

Essential Functions

1. Day to day technology troubleshooting for Habitat staff
2. Investigate user problems and identify their source; determine possible solutions; test and implement solutions
3. Perform and/or oversee software and application installation and updates.
4. Proactively monitor and ensure that all office technology is operational and maintained and serviced as necessary
5. Maintain the organization's hardware inventory and track and replace items as needed
6. Assist users with database and application support
7. Work with Vice President of Operations to create and conduct various training, instruction, and best practices for system users on operating systems and other applications; assists users in maximizing use of networks and computing systems.
8. Research and recommend new technology as needed to the Vice President of Operations
9. Assist with office operations, monitor, and respond to organizational emails, calls, and voicemails

POSITION DESCRIPTION

Competencies

1. Passionate about the Habitat for Humanity mission and purpose
2. Ability to function effectively with a minimum of daily direction and support.
3. Can solve problems and make decisions independently in a creative and effective manner
4. Advanced in Microsoft Office Suite
5. Experience with cloud-based platforms
6. Ability to work directly with people from diverse racial, ethnic, and socioeconomic backgrounds
7. Technical capacity
8. Strong time management
9. Superior written and verbal communication skills
10. Strong customer service skills
11. Ability to teach and train staff with a wide range of technical abilities

Supervisory Responsibility

This position may supervisor interns and volunteers.

Work Environment

This job operates in a professional office environment or at various event sites. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This position may require working in various weather conditions.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires extended periods of sitting and standing. The employee must also occasionally lift and move up to 25 pounds.

Position Type/Expected Hours of Work

This is a full-time, hourly position and hours of work and days are Monday through Friday, 9 a.m. to 5 p.m.

Travel

Travel, if any, is primarily local during the business hours and mileage is reimbursed.

Required Education and Experience

High School diploma or equivalent

Must obtain Anti-Money Laundering certificate within first 90 days: training provided by Habitat

Must obtain First Aid/ CPR/ AED certificate within first 90 days: training provided by Habitat

Preferred Education and Experience

Bilingual; Fluent in Spanish or Haitian Creole

Associates degree in technology field

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.



IT Support Specialist

POSITION DESCRIPTION

Office Location:

4116 Silver Star Rd. Orlando, FL 32808

To Apply:

Please send resume and cover letter to employment@habitorlandoosceola.org

All resumes will be reviewed upon receipt.

Habitat for Humanity Greater Orlando & Osceola County, Inc. is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.

4/29/2022

POSITION DESCRIPTION

Habitat Greater Orlando & Osceola County Core Values

WE... leads our core values as WE are a team operating together. WE are the foundation that the core values are built upon; these values do not apply to or represent just one of us -- they apply to all of us. Only as a team will we succeed.

Deliberate

- Planful – You look forward and work not only on what is in front of you, but also what is on the horizon.
- Measured – You pay attention to the little details that make a big difference.
- Levelheaded – You do things the right way, even when it's not the easy option.

Honorable

- Candid – You point out issues, along with possible solutions.
- Transparent – You own your mistakes and learn from them.
- Trustworthy – You do what you say you are going to do.

Nimble

- Empowered – You accept the independence and responsibility to excel.
- Creative – You integrate process improvements and innovations into project enrichment.
- Flexible – You welcome opportunities to broaden your skill set and gain new perspective.

Optimistic

- Positive – You embrace opportunities to positively elevate others.
- Fun – You work hard...but have fun doing it.
- Playful – You incorporate a spirit of adventure and playfulness into your work when appropriate.

Tenacious

- Diligent – You are mindful about the details and show care and enthusiasm for big and small projects alike.
- Dedicated – You champion perseverance in all that you do.
- Driven – You make sure that the job gets done even when there are obstacles or tight deadlines.