IT Support Specialist:

Position will be located at the headquarters of Prolanthropy in Florence, Kentucky. This is an excellent opportunity to work within the world of philanthropic endeavors as well as in sports management and sports marketing. The position will report directly to the CFO for all daily management and work process results. The position also supports all Departments as needed for other processes and projects as needed. This position is a Full Time position.

Primary Duties and Responsibilities Include, but are not limited to:

Hardware/Infrastructure/Software/Applications:

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.
Oversee the daily performance of computer systems.
Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.
Refer major hardware or software problems or defective products to vendors or technicians for service.

Administrative Duties:

Day to Day purchasing.
Receipt processing and file and record maintenance of purchases.
Data entry as needed.
Prepares reference for users by writing operating instructions.
Maintains historical records by documenting hardware and software changes and revisions.
Identify and learn appropriate software and hardware used and supported by the organization.
Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
Maintains hardware records for checking-in and out of mobile technology.

Website:

Manage and coordinate with Website related vendors and all website non-content related activities for all of the websites managed by Prolanthropy.

Quality Control:

Maintains system capability by testing computer components.
Follows/deploys testing protocol for websites and internal technology projects

IT Support Specialist Skills and Qualifications:

Knowledge & Experience
• Knowledge of basic computer hardware
● Basic HTML knowledge
● Basic understanding of networking and cloud computing environments
● Understanding of file types, including video and photo file management
● Extensive use of the entire suite Microsoft Office products, including Microsoft 365 and Sharepoint
● Comfort with various web browsers and their strengths
• Experience with desktop operating systems including Windows and Mac OS
• Extensive application support experience
• Working knowledge of a range of diagnostic utilities
• Good understanding of the organization's goals and objectives
• Exceptional written and oral communication skills
• Strong documentation skills

Personal Attributes
• Ability to conduct research into a wide range of computing issues as required
• Ability to absorb and retain information quickly
• Ability to present ideas in user-friendly language
• Highly self-motivated and directed
• Keen attention to detail
• Proven analytical and problem-solving abilities
• Ability to effectively prioritize and execute tasks in a high-pressure environment
• Exceptional customer service orientation
● Experience working in a team-oriented, collaborative environment
● Focus on organization and efficiency in execution of tasks

Please e-mail resume and cover letter to hr@prolanthropy.net. Only resumes sent to the above e-mail addresse will be considered. Please do not reach out via telephone, cold call visit or e-mailing staff to addresses other than those above or your resume will not be reviewed. Please include "IT Support Specialist" is the subject line of your e-mail submission.