

**Information Technology Support Assistant,
Scholastic Shooting Sports Foundation**

Location: Remote, Contiguous USA

Reports To: Information Technology Director

The Scholastic Shooting Sports Foundation (SSSF) is seeking a highly motivated individual to assume the role of Information Technology (IT) Support Assistant. The successful candidate will be responsible for various internal and external IT support duties in support of the SSSF and its programs.

The Scholastic Shooting Sports Foundation (SSSF), is a 501c(3) not-for-profit organization and is the national leader in youth development shooting sports programs. Using a combination of education and athletics our mission is to enhance the growth and personal development of student athletes throughout the nation through the shooting sports.

Through a variety of fun, team-based shooting events in both our Scholastic Clay Target Program (SCTP) and Scholastic Action Shooting Program (SASP), we provide student athletes aged elementary through college with a supportive environment where shooting sports serve as catalysts for teaching life lessons and skills that emphasize positive character traits and citizenship values. Throughout all training, practice and competitions, we instill in our participants a commitment to safe firearm handling, teamwork and leadership.

Job Description

Position's primary focus may be in the areas of computer operations, user and desktop support (hardware and software), helpdesk, and data management. Performs a variety of moderately complex information technology support duties to ensure smooth delivery of technology services. Monitors, operates, or coordinates and assists others in the operation of computer hardware, software, and peripherals in order to achieve desired results. Utilizes computer equipment, Documents knowledge base, Microsoft Office 365 Suite, manages and oversees SharePoint Shared resources, Internal management system users, channels communications, software and diagnostic tools to perform a broad range of customer assistance, equipment maintenance and repair and computer operations assignments. Requires minimum supervision and may act as lead when the need arises. Updates Director on status of projects or technical issues. Exercises judgment and creativity in selecting and applying procedures correctly, and determines when to refer problems to the IT Director or next level of support.

Typical Job Duties

1. Provides assistance in the use of personal computer hardware, software, and specialized mainframe technology or operates a multi-platform computer environment or monitors the production scheduling, execution, and successful completion of production jobs;
2. Sets up and configures laptop computers, peripherals and accounts assigning security level using Microsoft Office 365 suite;
3. Installs software and installs and repairs hardware and peripherals;
4. Tests programs;
5. Troubleshoots, diagnoses problems, implements corrective action procedures within prescribed guidelines and/or escalates to other technical resources as appropriate;
6. Maintains website;
7. Administers user accounts;
8. Designs and produces basic reports;

9. Organizational asset management & documentation;
10. Sets up and submits production jobs and edits and debugs computer output;
11. Provides basic troubleshooting, repair and maintenance for computer equipment (e.g. microcomputers, disk drives, and laser printers) and may assist with testing personal computers and peripherals on a network to diagnose, hardware versus software problems;
12. Acts as a customer liaison for the computing operation, communicating, resolving, and/or initiating the resolution of problems and concerns;
13. Arranges for distribution of output to customer;
14. Contributes to unit goals by accomplishing related duties as required.

Desired Qualifications

Education: 2+ year college graduate or equivalent with data processing training, computer operations training, or experience in a multi-operation system or production control environment preferred.

Skills and Experience: Two or more years of related experience with computers and providing customer service in a technological environment. Prior experience working independently without supervision and/or remotely. Requires the knowledge of the following:

1. Microsoft Windows 10 Operating Systems
2. Microsoft Office 365 BackOffice Suite
 - a. SharePoint
 - b. OneDrive for Business
3. WordPress
4. Browser Usage
 - a. Chrome
 - b. Safari
 - c. Microsoft Internet Explorer
 - d. Firefox
 - e. Microsoft Edge
5. Prior experience and/or volunteerism in the Scholastic Clay Target Program and/or Scholastic Action Shooting Program.
6. Knowledge and direct experience in the shooting sports.

May be tested on appropriate computer skills as required. Successful applicant must submit to background check.

Schedule, Pay and Benefits

Position is part time hourly, 20 hours per week offering a flexible weekday schedule. Periodic (20%) on-call weekend support required. Starting hourly rate of \$19.25 to \$24.00 depending on qualifications and experience.

Application Process

To apply, please email a cover letter and resume (.pdf format is preferred) to Ben Berka at bberka@sssfonline.com. The application period will close at 5:00PM CST on March 17, 2017.