

## **Wernle Youth & Family Treatment Center**

### **Job Description**

**Job Title:** Information Technology Associate  
**Company:** Wernle Youth & Family Treatment Center  
**Department:** Information Technology  
**Reports to:** Director of Continuous Quality Improvement  
**Status:** Full Time, Non - Exempt

Wernle is a non-profit residential treatment – behavioral health care agency committed to providing quality services to children and their families through caring programs and healing relationships, which are reflective of God’s love in Jesus Christ.

#### **Job Summary:**

Under guidance from our outsourced IT partner, will provide technical assistance and support related to computer systems, hardware, or software, telephone and GPS. Will respond to queries, run diagnostic programs, isolate problems, and determine and implement solution utilizing the expertise of our partner for instruction.

#### **Essential Responsibilities:**

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Train computer users.
- Maintain daily performance of computer systems.
- Follow up on email messages for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software if has the knowledge.
- Clean up computers.
- Install computer peripherals for users.
- Maintain current and accurate inventory of technology hardware, software and resources.
- Maintain log and/or list of required repairs and maintenance.
- Install work stations.
- Load all required software.
- Provide recommendations about accessing information and support
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Review reports to ensure understanding of what is needed or not needed.
- Provide network accounts and passwords as required.
- Monitor security of all technology.
- Identify and prepare hardware for disposal when appropriate.
- Ensure hardware is stripped and secured before disposal.
- Develops and maintains positive relationship with external customers, families and residents and employees.
- Obtains thirty-two (32) hours of continuing education credits per year.
- Performs other duties as assigned.

**Knowledge, Skills, and Abilities:**

(The knowledge, skills and attitudes required for satisfactory job performance)

**Knowledge**

Must have proficient knowledge in the following areas:

Computer hardware and software systems and programs

Computer troubleshooting

Computer viruses and security

Computer networks, network administration and network installation

E-mail and internet programs

**Skills**

Must demonstrate the following skills:

Ability to install and administer computer hardware, software and networks

Effective written communications skills

Team building skills

Computer skills including the ability to operate computerized accounting, spreadsheet, word-processing, graphics and website development programs at a proficient level

Analytical and problem solving skills

Decision making skills

Stress management skills

Effective verbal, presentation and listening communications skills

Time management skills

**Personal Attributes**

Must demonstrate the following personal attributes:

Be honest and trustworthy

Be flexible

Be respectful

Demonstrate sound work ethics

Possess cultural awareness and sensitivity

**Language Skills:**

Possesses ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; ability to write reports, business correspondence, and procedure manuals; ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Ability:**

Possesses ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Possesses ability to identify problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Certificates, Licenses, Registrations:**

Possesses valid driver license.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may frequently drive an automobile, taking children to various appointments, recreational activities, etc. The employee is occasionally exposed to physical activities with the children that could result in restraining a child as well as physically removing a child to a secure setting. Employees may be exposed to outside weather conditions, blood borne pathogens, and a constant or intermittent high noise level that could cause distraction or hearing loss. The noise level in the work environment is usually moderate.

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Employee Signature

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Date