



United Way
of Greater Rochester
and the Finger Lakes

UNITED WAY OF GREATER ROCHESTER AND THE FINGER LAKES JOB DESCRIPTION

IT ASSOCIATE

SUMMARY

Position's primary focus includes areas of computer operations, computer repair, user and desktop support (hardware and software), help desk, and data management. Perform a variety of complex information technology support duties to ensure smooth delivery of technology services. Monitors, operates, coordinates, assists and trains others in the operation of computer hardware, software, and peripherals in order to achieve desired results. This position will assist with configuring and supporting online campaigns.

ESSENTIAL FUNCTIONS

- Provide timely and excellent customer service
- Provide user training and technical support for staff including hardware, software and back-office application support.
- Setup and configure computers and peripherals
- Asset Management
- Assist with technical setup for internal and external meetings
- Assesses user needs and develops technical solutions on work-related issues
- Documents technical support issues and business processes
- Maintains operating systems and corresponding software
- Installs, configures, maintains and troubleshoots end user desktops
- Determines and executes system reconfiguration needs
- Configures and installs phones and computers
- Maintains software inventories including licensures
- Examines, manages, maintains, upgrades and supports network servers' equipment and maintenance.
- Manage and configure the Electronic Pledging Programs using the online software platforms (i.e. Andar ePledge, MobileCause, Form Assembly)
- Manage site set up, timelines, data, site overview, training and reporting, for a successful pledging program.
- Trains staff on systems and office equipment
- Generates reporting
- Assist with technical projects
- Collaborates with IT as required
- Reliable and predictable attendance
- Consistently demonstrates the values and mission of United Way
- Performs other duties as assigned

SKILLS AND COMPETENCIES

- Analytical Ability/Problem Solver
- Collaborative/Team player
- Communication proficiency
- Initiative/Self Starter
- Technical capacity
- Time Management

FLSA CLASSIFICATION: Exempt

REPORTS TO: Sr. IT Director

SUPERVISORY RESPONSIBILITY

None

TRAVEL

Rare travel

EDUCATION AND EXPERIENCE

Required Education and Experience

AAS in Computer Science or related IT field from an accredited program with a minimum of 3 years of PC software experience in a corporate environment; or equivalent combination of education and experience.

Preferred Experience

Bachelor's degree in a related field

JOIN THE TEAM!

United Way of Greater Rochester and the Finger Lakes is a dynamic and collaborative work environment comprised of dedicated professionals who are driven to make our community a better place. Join our team and make an impact serving our region with your time and talent.

OUR MISSION

Our mission is to unite the goodwill and resources of our community so that everyone can thrive. That means that our team is committed to working with local donors, businesses, not-for-profit program partners, municipalities and individuals to make this region stronger and more vibrant together.

OUR VALUES

Our core values define who we are and how we serve our community. United Way and our team members are caring, collaborative, equity-driven, innovative, respectful, results-oriented and trustworthy. United Way strives to ensure employees and external partners always feel valued, connected and empowered.

WHAT WE OFFER

- Competitive financial and wellness benefits
- Generous paid time off, retirement plan, and other fringe benefits
- Hybrid working arrangements
- Opportunities to give back to the community in life-changing ways
- Paid professional development
- Team events and internal committees for connection opportunities and fun!

United Way of Greater Rochester and the Finger Lakes

75 College Avenue • Rochester, NY 14607-1009 P. 585 242-6400 W. UnitedWayROCFLX.org

HOW TO APPLY

Candidates may apply online at: <https://unitedwayrocflx.org/about-us/join-our-team/>

United Way is committed to equal employment opportunities for all employees and applicants for employment. United Way prohibits discrimination against employees and applicants in all aspects of employment including but not limited to recruitment, hiring, compensation, promotion, training, leaves of absences, benefits, termination, employer sponsored activities, social and recreational programs, and recognition. United Way prohibits discrimination against all legally protected classes including age, color, creed, disability, domestic violence victim status, gender expression, gender identity, genetic predisposition, marital status, military status, national origin, parental status, political affiliation, pregnancy related condition, prior arrest/conviction record, race, religion, reproduction health choices, sex, sexual orientation, or other non-merit-based factors.