

IT Representative Level II

Job Location

Goodwill Headquarters - Chattanooga, TN

Position Type

Full-time

Salary Range

\$46,000 Starting Range

Job posting link:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=175337&clientkey=78E0EA77813BA014DFF3C109CEE34F20>

Who is Goodwill Industries of the Greater Chattanooga Area?

Since 1923, Goodwill Industries of the Greater Chattanooga Area helps people transform potential into opportunity! With 17 store locations and a service territory of 23 counties in two states, our timeless social enterprise is a win, win, win for all.

- Individuals with barriers to employment get help securing meaningful jobs.
- Donors see a social return for their donations - helping people secure work and keeping unwanted items out of landfills.
- Shoppers get great prices on the goods they want, and in the process, give a hand up to people in their community.
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How do we accomplish our mission? We provide education and career services as well as on the job training to persons with barriers to employment such as multi-generational poverty, history of incarceration, limited education, and no work experience.

Why should you join Chattanooga Goodwill?

- Friendly work environment with co-workers who appreciate working with each other.
- Employee discount.
- 401K and Roth retirement plans with matching contribution after eligibility.
- Skills and development opportunities.
- For Full-time employees:
 - **Dental and vision insurance - Company Paid for employee.**
 - **Basic life insurance – 1.5 times salary, Company Paid for employee.**
 - **Primary Care through TextCare- Company Paid for household.**
 - Voluntary Benefits such as Term life Insurance, Disability Insurances, and ID Theft
 - Medical Insurance and Health Savings Account
 - Generous Paid Time Off (PTO) program; Potential of up to three weeks during the first year

What will a IT Representative II do?

Essential Duties and Responsibilities include the following:

SharePoint

- Through words and actions support Chattanooga Goodwill's Mission, Vision, and Values; furthermore, actions and decisions will align with organizational guiding principles.
- Maintain agency, employee, and participants confidentiality. Violation of confidentiality may be cause for termination.
- The Representative will be creating SharePoint out of the box apps or collaborative tools to include lists, document/form libraries, discussion boards, survey's, calendars, the ribbon, web parts, workflows, InfoPath, etc., and seamlessly integrate SharePoint with other Microsoft products as requested.
- The Representative will establish and maintain alerts to monitor activity on critical information as required.
- Establishing and enforcing SharePoint governance rules.
- Planning and implementing a monthly SharePoint Power User group meeting and conveying information to the team.
- Compile monthly reports on usage and progress of site collection.
- Perform SharePoint management to include managing permissions – restrict and revoke access as required. Create, leverage, and manage content types, site columns, lookups, and templates for re-use in sites. Determine and create scalable structure for top level, directorate, division, and branch sites.
- Ensure uniform navigation throughout sites. Manage search scopes and create project/document dashboards.
- Maintain the SharePoint environment to include revisiting and reviewing content to ensure business relevance.
- Customize and maintain landing page to encourage traffic and user adoption.
- Monitor site usage and follow up on dormancy on a regular basis. Monitor to ensure workflow and tasks are working correctly, perform ongoing research to determine SharePoint's current and future capabilities and liaise with the SLT Group as necessary.
- Provide end-user support and encourage user adoption.
- Act as Tier 1 and Tier 2 support for end-users and site designers.
- Train end-users in basic functionality. Direct users to training material and available resources. Assist users in setting up My Sites.

Other IT Duties

- Assists with the maintenance and administration of the telephone system and phones.
- Assists in supporting corporate applications, corporate servers and end user desktops and laptops.

- Assists users by answering questions and providing support in a timely manner. Records data required to analyze problems and track them to final solution.
- Helps with basic troubleshooting, backup and archiving of files and email.
- Sets up computers in a Domain environment for new users and ensures delivery of equipment to users at various locations if necessary.
- Assists in the installation and maintenance of camera systems.
- Participates in after hours on call rotation supporting POS, computers, and peripherals at retail locations.
- Helps Maintain equipment assignments by recording and reporting all equipment moves/changes.
- Regular attendance is an essential function.
- May require travel to company locations.
- Perform other duties as assigned.

Key Knowledge and Experience

- Bachelor's degree is preferred or a minimum of a high school diploma plus four years of similar or verifiable related experience required.
- Experience with Microsoft Cloud Software and Storage, i.e., SharePoint and One Drive.
- Excellent computer skills, including Outlook, Word, PowerPoint and Excel in a Microsoft Windows environment.
- Should be familiar with remote support, must be able to verbally walk end users through troubleshooting steps for a multitude of scenarios.
- Excellent organizational skills and attention to detail.
- Effective oral and written communication skills are key in this position.
- Driver license for 3 years.
- Valid Driver's License and Car Insurance Verification, required.
- Must pass MVR check and maintain a good driving record.

Direct Reports

- None

Performance Measurement

- Successful development and implementation of objectives, continuous growth in services provided.
- Appropriate interaction with staff, management, clients, and volunteers.
- Accomplishment of job functions in an effective and timely manner.
- Proficiency in oral and written communication.
- Effectiveness in establishing priorities and working on multiple assignments and concurrent projects.
- Exercise good judgment in the absence of specific guidelines.
- Demonstrated ability to meet demanding and changing deadlines despite interruptions.
- Assist in achieving departmental budgeted expense goals.

- Demonstrate ability to thoroughly analyze problems.
- Adherence to and enforcement of company policies and procedures.

How do we do this?

- We value and respect the inherent dignity and worth of people.
- We value truth, set high standards, and keep our promises.
- Continuous Improvement.
- Teamwork.
- We respect open and honest communication.
- We value a culture of innovation, learning, and development through social enterprise.
- We honor the resources entrusted to us with responsibility and care.

We invite you to apply to become a part of our friendly, hardworking, and caring group of dedicated employees.

- We are an equal opportunity employer, and all qualified applicants and internal transfers will receive consideration without regard to race (including hairstyle/texture), color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law.