



Wheaton Franciscan Sisters

Job Description

Job Title: Electronic Support Specialist	Job Classification: Non-Exempt
Effective Date: July 1, 2021	Date of Last Revision: 2021
Salary Grade:	Full Time/Part Time: Full Time

Organization: Wheaton Franciscan Sisters (Wheaton Franciscans) – Our Lady of the Angels

Department Name: IT	Dept#:
Location(s) Served: Our Lady of the Angels, Wheaton, IL	Reports to (title): Director OLA Community and Administrative Services
No. of Direct Reports: NA	Title(s) of Direct Reports: NA
Hours of Work Per Week: 40 hours	Work Schedule (Days/Time): Mon-Fri – 8a-4:30p (30 minute lunch deducted)

Position Summary *(in one or two sentences, describe primary purpose of job):*

Under the direction of the Director OLA Community/Administrative Services (Director OLA), the Electronic Support Specialist (ESS) will provide support for Staff and Sisters on the use of all electronic equipment (computers, office phones, copiers, AV equipment). Individual will assist the Regional staff and Sisters in the use of Apple device technologies and provide specific ways for the Sisters to better integrate this technology into their work and personal life. The individual will be supplied with a company owned iPad for the technology support role. The ESS will work alongside IT Specialist and act as backup on simple, assigned tickets from the FreshDesk ticketing system. Occasional evenings and weekends may be required to provide technical assistance and support during events as requested or as needed.

Principal Accountabilities and Essential Functions of the Job
List in order of importance and percent of time; describe what must be accomplished, not how it must be done):

Major Areas of Responsibility/Essential Function	(must equal 100%) % of Time
<u>Audio Visual Technology</u> <ul style="list-style-type: none"> ▪ Support, configure and maintain all audiovisual equipment. ▪ Oversee scheduling of equipment and provide training and setup. ▪ Maintain chapel sound system equipment, provide regular inspection to ensure proper functionality, replaces minor parts when necessary. Works closely with outside contractor for advanced configuration and services. Works with IT Specialist to ensure continued connection to network. Coordinates with the Digital Communications Coordinator to link to YouTube and website. ▪ Maintain, support and schedule Zoom videoconferencing meetings. Responsible for annual billing. 	25%
<u>Comcast VoiceEdge phone and Xfinity TVs</u> <ul style="list-style-type: none"> ▪ Support, configure and maintain the phone system for Staff and Sisters. Responsible for monthly billing. Coordinates with the IT Specialist on any recommended upgrades and review of annual contracts. Provides basic training and documentation to the Sisters and Staff. ▪ Comcast VoiceEdge Phone System – maintain and ensure optimal connectivity and functionality in collaboration with the IT Specialist. ▪ Support, configure and maintain the OLA Community TVs, setting up new service as required. Responsible for monthly billing. 	25%

<p><u>Apple Technology Specialist and Sisters' cell phones</u></p> <ul style="list-style-type: none"> ▪ Provide consultation and assistance to Regional staff and Sisters in the purchase, use and troubleshooting of iPhone/iPad devices and related applications. ▪ Work one-on-one with the Sisters as requested for issues and education related to their iPad/iPhone. ▪ Research the best options in the purchase of iPads, iPhones, and related applications to meet the needs of the end user. ▪ Research and stay up-to-date on new Apple Apps and determine the appropriate individuals for implementation. Determine appropriate device and apps based on efficiency, applicability and cost effectiveness. ▪ Understand the risks and stay abreast of potential cybersecurity issues related to the iPads/iPhones. ▪ Train Regional staff and Sisters in the initial setup and orientation of iPads and iPhones. ▪ Oversees the Sisters' Cell Phone group under Verizon, assisting the Sisters with phone upgrades and responsible for monthly billing. 	25%
<p><u>Distribution Lists within O365/Equipment Inventory</u></p> <ul style="list-style-type: none"> ▪ Responsible for the development and maintenance of various Wheaton Franciscan distribution lists for Sisters, Covenant Companions and OLA Regional Staff within the structure of Office 365. ▪ Develops and maintains a detailed inventory of Xfinity cable boxes, with relevant room number, TV brand and other pertinent information. ▪ Keeps detailed inventory of all computers, laptops, printers and iPads for the Regional Staff and Sisters. ▪ Maintains detailed inventory of Sisters Xfinity cable boxes and televisions. 	10%
<p><u>Department Responsibilities / Services</u></p> <ul style="list-style-type: none"> ▪ Develop video training, help sheets and knowledge based articles for end users and provide training of Apple Technology, Xfinity cable boxes, and Zoom procedures . ▪ Develop, define and document policies and procedures for electronic technology support, and vendor relations to be recommended to the Director of OLA for approval and implementation. ▪ Prepare a documentation (procedural) manual on ESS responsibilities and processes to serve as a backup to the IT Specialist related to instructions for the operation of individual TVs, including connection to the Chapel channel. ▪ Provides basic support to staff regarding computer issues from tickets assigned by the IT Specialist. ▪ Collaborates with the IT Specialist in preparation of the IT budget, providing recommendations for AV, Comcast/Xfinity TV, Comcast VoiceEdge Phones, Apple products and Sisters cell phones for review and approval by the Director OLA. ▪ Provide the Director OLA with written monthly IT reports on the status of IT activities and progress of assigned responsibilities and any special projects. ▪ Meet monthly with the Director OLA to review ongoing projects and long-term planning for the IT Department. ▪ Review and pay all vendor bills related to Comcast/Xfinity TV, Comcast VoiceEdge, Apple, and Zoom. 	10%
<p><u>Vendor Liaison</u></p> <ul style="list-style-type: none"> • Serve as the first responder between Regional staff and Vendor (Apple Technologies, Verizon, VoiceEdge, Comcast TV, AV) to produce prompt response to FreshDesk tickets to ensure clear communication among various levels of staff. Work with vendors in the process of troubleshooting escalated incidents. 	5%
<p><u>WFH Values and Leadership Competencies</u></p> <ul style="list-style-type: none"> ▪ Demonstrate a visible working style, acts in a manner that is consistent with and shows commitment to the WFH Values and leadership competencies. ▪ Provide departmental backup as needed and duties as assigned including support on IT projects and attending evening and weekend events as required. ▪ Works collaborative with the IT Specialist and Digital Communications Coordinator providing information as needed for them to perform their duties. 	

Education and Experience: (Check the **minimum** requirements for education and experience for this position.)

Required Education (check one box)
Preferred Education (Check additional boxes with "preferred" in explanation field)

<input type="checkbox"/>	Basic Skill Set	<input type="checkbox"/>	0 – 2 years
<input type="checkbox"/>	High School or Equivalent (GED)	<input checked="" type="checkbox"/>	3 – 4 years
<input type="checkbox"/>	High School plus specialized training (min 6 months – 2 years)	<input type="checkbox"/>	5 – 7 years
<input checked="" type="checkbox"/>	Associate Degree in computer sciences	<input type="checkbox"/>	8 – 10 years
<input type="checkbox"/>	Bachelor's Degree	<input type="checkbox"/>	> 15 years
<input type="checkbox"/>	Master's Degree		
<input type="checkbox"/>	PhD		
<input type="checkbox"/>	MD/DO		
<input type="checkbox"/>	Other		

1. **Equipment operated:**

- AV Chapel Sound System, VoiceEdge Phone System, Apple Technology, Xfinity Cable

2. **Certification/Licensure Required for job:** (list and licenses or certifications required for the job)

- AA Computer Science

3. **Knowledge, Skills & Abilities required:** (i.e. supervision, computers, etc.)

- Demonstrated abilities with Apple iPhone/iPad technologies and applications.
- Able to create training content/programs for iPad – iPhone technologies.
- Comfortable working with and teaching senior adults.
- Proficient in Microsoft Office 365/One Drive.
- Excellent interpersonal skills.
- Ability to work with others in a courteous and diplomatic manner.
- Ability to work flexible hours on occasion.
- Strong documentation and inventory management skills

4. **Competencies:** (list number and title of competencies)

- NA

5. **Physical Activity:** (check all that apply)

Activity:	N/A	0 – 25%	26 – 75%	76 – 100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Push/Pull	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Reach Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climb	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

6. **Working Conditions:** (Describe the environment and fill in appropriate information (i.e. temperature, noise, chemicals, or hazardous materials/waste handled or present)
 General office environment.

7. **Other: (any unique requirements for this position):**

- Respect for religious lifestyle and practices.
- Willing to work closely with team approaches.

The most significant duties have been included in this description. Other duties may be assigned as necessary. The facility reserves the right to modify this job description as needed to accurately reflect the duties assigned.

Affirmative Action Plan/Equal Employer Opportunity (AAP/EEO) Statement
The Wheaton Franciscan Sisters Corporation (Corporation) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Corporation complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Pay & Performance Management Use Only

Reviewed by: Sr. Glenna Czachor	Date: June 2021
FLSA Status: <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	HRIS Job Title:
Salary Grade/Level –	
Comments:	
Employee Signature:	
Employer/Supervisor Signature:	
Signature Date:	