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## **Job Posting: IT Specialist**

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**Location:** 1301 Pine Ave. Long Beach CA 90813

**Classification/Status:** Non-Exempt/ Full-Time

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### **About The Guidance Center (TGC):**

The Guidance Center is a private, nonprofit community agency incorporated in California in 1946. We operate four mental health service delivery sites in southeast LA County, including Long Beach, San Pedro, Compton, and Avalon (Catalina Island). The mission of TGC is to provide comprehensive mental health treatment to our community's most disadvantaged children and their families struggling with mental illness and abuse, leading them toward a positive and productive future. TGC offers a competitive benefits package including medical, dental, vision, 403b with employer match, vacation, and 14 paid holidays. All employees must be vaccinated against COVID-19 in accordance with applicable law. TGC will evaluate requests for exemption in accordance with applicable law.

### **Summary Statement:**

**Position is grant-funded, and only expected to last for two years.**

The IT Specialist is responsible for troubleshooting computer systems, creating preventative solutions, as well as daily network and server maintenance. Provides support to agency-wide programs by troubleshooting and repair of computer systems and infrastructure. Provides support in areas including, but is not limited to, software, hardware, and networking, as well as installing and updating desktops, laptops, PDAs, peripherals, networks, and related software.

A primary function of the IT Specialist is to provide immediate solutions when possible, furnish feedback in a prompt manner and keep the Network Administrator informed of reoccurring problems and issues that are affecting multiple users. Excellent organizational, time management and the ability to work in a team-oriented environment.

Regular attendance is an important factor in employee's job performance in order for The Guidance Center to maintain efficient operations. When employees are absent, schedules and commitments fall behind, and other employees may need to assume added workloads.

Employees are expected to report to work as scheduled and on time. The work hours will generally be 8:00 a.m. to 5:00 p.m. Monday-Friday with the occasional adjusted hours of 11:00 a.m. to 8:00 p.m. Some weekends and late evenings may be required

### **Qualifications:**

Direct experience with (or certifications from) software and hardware vendors, minimum one-year hands on experience preferred. Ideally the IT Specialist will have A+, Microsoft-certified Desktop Support Technician, Network+ and Cisco certifications. Also beneficial is an Associate's or Bachelor's degree, certifications, or diplomas in information technology. Any equivalent combination of education or experience that satisfies the requirements of the job may be



considered. Strong customer service skills are a must as well as excellent writing skills and good phone communication. Possess a high level of integrity, honesty, and responsibility. Prefer prior IT healthcare experience.

Possess strong alphanumerical skills as well as good command of written and spoken English. Ability to manage several projects and meet deadlines in an effective and efficient manner. Must possess technical knowledge of hardware, printers, software, and other computer peripherals with an emphasis on MS office products, Windows operating systems. Must be able to read and interpret technical publications, policies, directives, procedures and other applicable data and work with abstract concepts and conduct technical analysis. Ability to conduct hardware and software evaluations, and perform selection and acquisition functions.

Must have vehicle and maintain a valid CA driver's license and automobile insurance, or other reliable transportation travel to Long Beach, San Pedro, and Compton, or other areas in which the Center has business.

**Duties (but not limited to):**

1. Perform project based requests from network Administrator and Chief Operating Officer.
2. Monitor IT Tickets through Trackit BMC, documents issues and close tickets promptly
3. Add/terminate users to the active directory as well as defining and editing roles.
4. Responsible for Veaam daily and weekly back-up as well as archiving monthly back-up to server.
5. Maintaining Office 365 and archiving PST files.
6. Mixie and Avaya telephone systems operation and maintenance.
7. Serves as point of contact for all IT meeting and training room needs requests and keeps up to date on training room schedules
8. Create, update, monitor and track IT inventory (phones, computers, etc.) for all TGC users.
9. Ensure critical server updates and patches are implemented timely. May maintain and monitor firewall movements on a daily basis.
11. Conduct orientation and training of for staff in the use of hardware/software as they relate to employee's scope of duties and assist individual users who are having network problems. Also conduct orientation and training for telephone systems both desk and mobile. Troubleshoot network printer issues, desktop/laptop software issues, including, but not limited to, the following programs: Microsoft Office, Windows, and payroll programs.



12. Interfaces with end-users primarily by telephone, email, and in cases of hardware failure face-to-face. Document problems in the tracking software and generate reports in order to provide follow-up and progress updates to Network Administrator. Research problems and record in the Track It! System in order to route issues to relevant department for processing. Responds promptly to requests.

13. Installs, evaluates and tests approved software and software upgrades, computers and related network hardware in a networked environment.

14. Use approved methods/procedures in the performance of assigned job. Comply with established general and industrial safety rules and regulations and adheres to and promotes the ethics of copyright law application.

15. Maintain a solid working knowledge of all designated equipment and systems by keeping current with all documentation. Read technical journals and/or manuals, attend vendor seminars and appropriate professional development workshops to learn about the maintenance and use of emerging computer hardware, software, and network systems.

### **Equal Employment Opportunities:**

The Guidance Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion (including religious dress and grooming practices), gender, sexual orientation, gender identity, national origin, age, disability, pregnancy (including breastfeeding and conditions related to breastfeeding), genetic information, marital status, ancestry or status as a covered veteran in accordance with applicable federal, state and local laws. The Guidance Center 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 hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training. We are firmly committed to maintaining a work setting in which people of diverse backgrounds and lifestyles may grow personally and professionally.

The Guidance Center expressly prohibits any form of unlawful employee harassment based on an individual's race, ancestry, color, religion (including religious dress and grooming practices), national origin, marital status, sex (including sexual harassment and gender identity), sexual orientation, disability (physical or mental including HIV/AIDS diagnosis), pregnancy (including breastfeeding and conditions related to breastfeeding), medical condition (cancer and genetic characteristics), age (40 or over), military and veteran status, or exercising the right to any legally provided leave of absence in the application of any policy, practice, rule or regulation. Improper interference with the ability of The Guidance Center employees to perform their expected job duties is absolutely not tolerated.

### **How to Apply:**

For immediate consideration, please submit resume to [humanresource@tgclb.org](mailto:humanresource@tgclb.org)