

FOUNDATION FOR THE CAROLINAS

Title: IT Support Associate

Division/Department: IT

Reporting To (title): EVP, Business Services & CIO

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Temporary/Contract

POSITION SUMMARY

Responsible for a variety of executive level administrative services to support IT team. A primary function of this position will be to make sure that the Audio Visual (AV) equipment in the event spaces and the 20+ conference rooms at FFTC are in working order daily. Role will also involve thinking about the future needs of FFTC in the AV space and working with our vendors and partners to realize that vision. This is an onsite job Monday to Friday at the FFTC office in uptown charlotte.

In addition, this role will support the EVP & CIO and the IT team in performing day-to-day administrative duties, track the department finances and help improve the overall team productivity. The position includes direct contact with customers and vendors.

DUTIES & RESPONSIBILITIES

This multi-faceted position encompasses a wide range of responsibilities. Primary duties include:

- Support AV equipment in the facility event spaces and conference rooms, ensuring that all equipment is functional.
- Work directly with internal and external clients to ensure their meeting AV is setup for success.
- Perform trouble shooting for AV issues, escalating the issue to the vendor as needed.
- Creates user guides and FAQ documentation to assist customers with common support issues, trains staff on the proper use of AV systems, software, and hardware.
- Provide accurate and courteous answers with timely call-backs for all service requests and maintains the established SLA's for the team.
- Utilize IT Support ticketing system to provide updates, track progress, and indicate completion of all assigned tasks.
- Provide day-to-day administrative support for the EVP & CIO, including handling phone calls, emails, and other communications, scheduling appointments, ordering lunch, meeting set up and break down, filing, making travel arrangements, creating expense reports and assisting with projects and meetings.
- Provide day-to-day administrative support for the IT team, including scheduling appointments, ordering lunch, meeting set up and break down, filing and assisting with projects and meetings.
- Create spreadsheets, charts and review prepared documentation for accuracy.
- Track, file and manage the department's vendor information, ongoing spend, contracts and invoices.
- Follow-up with vendors on communications, contracts and invoices.
- Analyze the spend data and identify areas for improvements.
- Undertakes special projects as assigned.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

JOB QUALIFICATIONS

- High School Diploma.
- Three to five years' experience in a similar role preferred.
- Audio Visual equipment experience preferred.
- Strong customer service skills.
- Initiator who is detailed-oriented and can track numbers.
- Intellectually curious and innovative.
- Maintain professional demeanor in a fast-paced, changing environment.
- Excellent communication skills, both oral and written.
- Excellent working knowledge of Microsoft Office, especially MS Word, MS Excel and PowerPoint.
- Ability to learn new software applications and to work independently.
- Strong interpersonal skills to develop and maintain productive communications with external agencies and productive working relationships with other team members.
- General ability to perform the essential functions and overall physical and mental requirements of this position, including stamina to perform tasks over extended periods and ability to occasionally move about to accomplish tasks or move from one worksite and/or workstation to another.

Note: Proof of fully authorized vaccinated Covid-19 status and booster are required (or FFTC authorized religious or disability accommodation).

POSITION SPECIFIC COMPETENCIES

Select from the following position-specific competencies. Please limit the total number of competencies to 7 or less.

All Employees: Communication & Interpersonal Skills

Executive Team: Leadership Strategic Thinking Fiscal Stewardship

All Supervisors: Delegating Responsibility & Empowering Employees Managing Employee Performance Ensures Consistent Policies & Practices

General:

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| <input type="checkbox"/> Affiliate Management | <input type="checkbox"/> Budgeting & Cost Awareness | <input type="checkbox"/> Building Organizational Commitment |
| <input type="checkbox"/> Building Team Environment | <input type="checkbox"/> Client Records | <input checked="" type="checkbox"/> Concern for Employee Satisfaction |
| <input type="checkbox"/> Customer Skills | <input checked="" type="checkbox"/> Dependability | <input type="checkbox"/> Ensures Proper Training in New Technologies |
| <input type="checkbox"/> Entrepreneurial Orientation | <input type="checkbox"/> Equipment Skills | <input type="checkbox"/> Fund Management |
| <input type="checkbox"/> Implementing New Technologies | <input checked="" type="checkbox"/> Initiative | <input checked="" type="checkbox"/> Innovative Thinking |
| <input type="checkbox"/> Job Skills | <input type="checkbox"/> Managing Meetings | <input checked="" type="checkbox"/> Managing Multiple Priorities |
| <input type="checkbox"/> Meeting Targets | <input type="checkbox"/> Presentation Skills | <input type="checkbox"/> Product Knowledge |

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Productivity

Project Management

Quality of Work

Relationship Building/Networking

Results Oriented

Technical Skills

Time Management

Training & Development

Writing Skills