KANSAS CITY SCHOLARS
POSITION DESCRIPTION

IT SUPPORT SPECIALIST
(Part-time with full-time potential within 1-2 years)

ABOUT KC SCHOLARS
Kansas City Scholars (KC Scholars; www.kcscholars.org) is a 501(c)(3) college scholarship, college planning and persistence support, and college success program designed to increase the college completion rate for low- and modest- income students and adult learners across the six-county, bi-state service region.

KC Scholars launched in September 2016 and, in less than three years, has experienced widespread community engagement and rapid scaling. We now have over 3,000 Scholars, with near 1,200 in college. KC Scholars is on the path to near 10,000 Scholars by 2022 and is projected to grow to near 20,000 by 2027.

The goals of KC Scholars are to:
1) Increase postsecondary educational attainment in the greater Kansas City area;
2) Increase economic independence for individuals in the program;
3) Connect Scholars to career preparation opportunities in the region and to the regional workforce pipeline so they are encouraged to live, work, and contribute here; and
4) Achieve a 75% degree or credit-bearing credential completion rate.

The program began as and remains a "community asset". Program planning included participation by 70+ community stakeholders, lessons learned and best practices from regional and national scholarship programs, and empirical research about which supports increase likelihood of college enrollment and completion, particularly for populations historically underrepresented in higher education.

KC Scholars is governed by a community-based Board of Directors. The Ewing Marion Kauffman Foundation is the lead funder, with community funds also raised to increase the number of awards made annually.

In its first three years, KC Scholars has experienced rapid growth, achieved a high level of community engagement and exceeded goals for number of scholarships awarded and college enrollment and persistence rates. Early impact rates are significantly higher than for the region, state, and nation.

ABOUT THE POSITION
The IT Support Specialist will be responsible for installing new programs, managing updates and providing technical support for KC Scholars and will assist full-time IT staff in cross-functions as appropriate and time allows.

PRIMARY RESPONSIBILITIES
The IT Support Specialist will be a proven efficient, high-functioning IT professional with previous successful experience in desktop support.

Responsibilities include, but are not limited to:

- Assist users in the area(s) of password reset, desktop application support, Windows operating system troubleshooting, basic print and scanner support, and various other basic inquiry from staff.
- Install, repair and conduct preventive maintenance on staff computers by providing technical support (ensuring back-up of files to shared drive, updating phone contact lists, etc.).
- Install hardware and peripheral components like disk drives, printers, keyboards and monitors and troubleshoot if failure occurs.
- Maintain IT inventory tracking list of hardware and software.
- Install phone hardware and software and troubleshoot failure by engaging technical resources to resolve.
- Load software packages such as networking components, operating systems and office applications and troubleshoot failures.
- Customize and adapt current programs to satisfy users' needs.
- Provide training for new and existing employees so that staff are proficient at using technology, networks and applications.
- Develop and implement information security training for all staff.
- Diagnose and resolve incidents using documented procedures or triage. Initiate escalation procedure as appropriate to ensure management awareness of problems that are severe in nature or are exceeding a reasonable timeframe.
- Update staff on current issues through voice mail, email and in-person communication.
- Determine and research user inquiries and isolate and resolve information systems problems.
- Serve as a front line on user inquiries and reply to those that are technical in nature.
- Assist with ongoing data refresh process.
- Support the program team in data storage and report retrieval, identifying potential efficiencies in the process and minimizing risk of inaccuracy.
- Work with Program Team on messaging platform and execution.
- Assist in testing of new technologies and/or components of new cycle functions for each successive application and award cycle.
- Develop a good understanding of the CRM policies and processes and assist staff with basic-level inquiries.
- Develop, test and maintain current forms along with gaining an overall understanding of development in the scholarship portal system.
- Provide backup and cross-functional support to two full-time IT Solutions Analysts on various additional tasks, especially during heavy-use times (transition to new version of scholarship application platform).
- Serve as a cross-checker of data and reports during the scholarship application and review and awarding process.
- Attend meetings and events as appropriate.

EDUCATION AND EXPERIENCE
- Bachelor's degree or equivalent certification or work experience.
- Proficient in applicable PC programs: MS-Office 365 Applications Suite.
- Ability to learn new applications and complex features.
- Advanced communication skills.
- Ability to translate technical language into accessible terminology relevant to KC Scholars.

- Proven experience working well with others in a customer-focused organization to deliver processes and system functionality in support of program initiatives.
- Ability to work under competing deadlines/demands.
- Strong organizational skills, well-developed process skills, attention to detail, and ability to multi-task in a rapidly scaling organization.
- High level of accuracy in work.
- Active listening and learning skills.
- Ability to be proactive, thoughtful, and consider the bigger picture.
- Excellent verbal and written communication and interpersonal skills, including ability to work with large diverse, multi-generational audiences.
- Exceptional judgment that augments an ability to be solutions-oriented and then act appropriately to solve problems.
- Experience working in a fast-paced, goal-oriented, start-up environment.

PERSONAL CHARACTERISTICS
- Commitment to and complete belief in the mission of KC Scholars.
- Quick learner with the ability to develop a solid understanding of the content, processes, deliverables and overall objectives of a complex, multi-faceted program.
- Personal values system that encompasses the highest standards of honesty, confidentiality, integrity, loyalty, and professional ethics.
- Passion for increasing college completion and workforce preparedness among students who are first-generation to college, low-income, or historically underrepresented in higher education and the regional workforce.
- Desire for feedback and ability to use it to drive quality.
- Strong organizational skills, attention to detail, and ability to multi-task and meet multiple deadlines.
- Keen sense of responsibility, high level of poise, ability to think independently, ability to maintain confidentiality, and a customer service orientation.
- Tactful and diplomatic with good listening skills and an approachable personality.
- Ability to be self-directed, take initiative, anticipate demands, and problem solve.
- Ability to hold oneself and others accountable for enacting and following processes to ensure that work is accurate and complete and "completed correctly the first time."
- Ability to maintain a calm and competent demeanor in uncomfortable and demanding situations.
- Cultural competency.

COMPENSATION
A competitive non-profit compensation package as defined by the nonprofit agency's compensation guidelines, including base salary that corresponds to the experience level, credentials, and personal characteristics of the candidate.

TRAVEL
Occasional regional travel.

NON-DISCRIMINATION
KC Scholars firmly supports the principle and philosophy of equal opportunity for all individuals, regardless of age, race, gender, creed, national origin, disability, veteran status or any other protected category pursuant to applicable federal, state or local law.

REPORTING
Reports to the IT Solutions Analysts.

TO APPLY
To apply for the IT Support Specialist position, submit the following items to
kcollins@kcscholars.org. On the email, input the following on the Subject Line: IT Support Specialist position.
- Cover letter summarizing your experiences and skills that align with the scope of this position
- Resume
- Names and contact information for three professional references

The position will remain open until filled.

All the statements in this position description are intended to describe the general nature of the work being performed and are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required. This document describes the position currently available. The organization reserves the right to modify job duties or job descriptions at any time.