

JOB OVERVIEW

JOB TITLE	IT Staff Support Technician
DEPARTMENT	Information Technology (IT)
LOCATION	Buffalo, NY
DIRECT SUPERVISOR	Information Technology Coordinator (ITC)

GENERAL JOB DESCRIPTION

Responsible for supporting networks and systems, updating system hardware and software, and troubleshooting for systems and security errors. Assisting, training, and supporting Western New York Independent Living, Inc. (WNYIL) staff in their ability to maximize their use of computers, VOIP/Mobile telephone systems, audio, and video technology.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Receive daily assignments from the IT Coordinator (ITC).
2. Resolve support ticket requests as assigned and report results.
3. Provide training in the Agency's New Hire Orientation.
4. Provide training to all staff as directed by the Chief Facilities Management Officer (CFMO) and ITC.
5. Report progress on assigned projects from the CFMO and ITC.
6. Set up and maintain emails, networks, and voicemail accounts as needed.
7. Set up assistive devices and technology at WNYIL for staff and events as needed.
8. Troubleshoot and resolve staff's Office 365 issues and other software problems.
9. Report equipment that should be decommissioned and /or recycled to the ITC.
10. Set up staff with desk phones and extensions.
11. Assign staff to appropriate printers and copiers.
12. Immediately report security threats identified to the ITC and the CFMO.
13. Provide back-up support to the Technical Support Specialist with maintaining staff directories and managing alarm and FOB systems for all locations.
14. Participate in assigned trainings and educational programs.
15. Actively participate in the Agency's inventory process.
16. Working with and coaching users through technology uses and concerns.
17. Attend Agency's in-service training and staff meetings as well as any other Agency related activities as required.
18. Participate in maintaining a neat, clean, and safe work environment.
19. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

- Bachelor's degree
- Associates degree and two (2) years experience in related field.
- Equivalent four (4) years work experience and/or similar industry certification program working in or with Information Technology Systems.
- Professional and life-experience may be considered in lieu of, in full or part of academic credentials.

KNOWLEDGE & EXPERIENCE (if required)

- Must have a working knowledge of Windows and MacIntosh environments, tablets, and smart phones, as well as peripherals such as printers, scanners, signature pads, cameras, headset with microphone.
- Must have intermediate knowledge of Microsoft 365 including Word, Excel, Outlook, PowerPoint, SharePoint, and Teams.
- Customer Service Experience preferred

SKILLS & ABILITIES

- Communication skills.
- Ability to work with technical and non-technical users.
- The ability to communicate technical information in an accessible manner to non-technical employees.
- Problem Solving.
- Adaptability.
- Decision-Making.
- Ethical Responsibility.
- Must have a strong knowledge of computers including the use of excel spreadsheets, word processing, databases, networks and internet.
- Must have valid Driver's License, reliable transportation and automobile insurance and the ability to commute to all WNYIL offices and event locations (Erie, Niagara and Genesee Counties), as needed.
- Must be able to work with and set up VOIP systems and accounts.
- Must be able to work independently or collaboratively in accomplishing responsibilities and projects.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

WORKING CONDITIONS

WORK ENVIRONMENT	Office
PHYSICAL DEMANDS OF THE JOB	Sitting for extended periods of time. Occasional lifting of not more than 30 pounds.
HOURS / SHIFTS	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime rarely required.
CLASSIFICATION	Full-time, salary, non-exempt, support staff. Range: \$45,000-\$48,000
BENEFITS	Agency provided group health insurance. Vision, dental, life, supplemental insurances available. PTO and paid holiday package. 403(b) retirement with Agency match. Employee Assistance Program

OTHER

Western New York Independent Living, Inc. values our employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols.

Western New York Independent Living, Inc. is an Equal Opportunity Employer.

Reasonable accommodations will be made for people with disabilities.

Western New York Independent Living, Inc. is a scent-free agency.

JOB POSTING

Closing Date: March 20, 2026

Submit Cover Letter (Required) and Resume to:

Human Resources Department

WNY Independent Living, Inc.

3108 Main St.

Buffalo, N.Y. 14214

employment@wnyil.org