



# Job Description

**Job Title:** IT Associate  
**Department:** IT  
**Reports To:** IT Manager

**Job Status:** Regular/Full-time (40 hours/week)  
**FLSA Status:** Non-Exempt (Hourly)  
**Physical Strength:** Moderate

## SUMMARY

The IT Associate works with the IT Manager to install, administer, maintain and evaluate the Abbey's information technology programs regarding networks, computers, computer training, audio visual services, and telecommunications.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

*Note: While this listing is a comprehensive representation of essential duties of the position, it is not necessarily all-encompassing and additional duties may be assigned as needed to meet Department and/or Abbey needs.*

- Assists with planning, purchasing, installation, control and maintenance of computers and computer-related equipment.
- Helps administer computing environment including installation, configuration, maintenance of hardware and software connected to servers, workstations, printers, mobile devices, network devices and wiring.
- Helps plan, develop, maintain, monitor and coordinate the security of the computer networks.
- Helps administer application, data storage and communications systems including file servers, websites, email, telephony and cloud services.
- Analyzes business needs and new technology and makes recommendations.
- May assist with planning, coordinating, designing, scheduling, conducting and evaluating IT workshops for monks, employees, students & volunteers.
- Maintains audio visual equipment and assist with audio visual setups for events including interviews, meetings, large presentations, classes, and festivals.
- Assists monks, employees, students, vendors, volunteers and guests with any information technology related needs or requests.
- Maintains professional and technical knowledge.
- Frequently interacts with individuals both within and outside of organization.
- Always maintains the highest health and safety standards; uses Personal Protective Equipment as necessary and complies with building codes and all other regulations.
- Performs other duties as assigned in the best interest of maintaining and preserving the mission, vision and culture of Mt. Angel Abbey.

## SUPERVISORY RESPONSIBILITIES

May direct the work of Monks, volunteers or work study students.

## QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to systematically troubleshoot problems associated with computer hardware or software.
- Familiarity with TCP/IP and other common network protocols.
- Job requires the lifting and moving of computer equipment weighing up to 50lbs.
- Work is normally performed during the day. Evening, weekend and after-hours work may be occasionally required.
- Strong interpersonal and communication skills, teamwork, problem analysis and solving, time management, organization, customer service and independent judgments or action.

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- Working knowledge of all operating systems is desired.
- Experience with telephone switch and voicemail systems desired.
- Wireless network knowledge desired.
- Excellent follow-up skills and commitment to see complicated problems through to solution.
- Ability to direct and supervise employees in a manner conducive to full performance and high morale.
- Demonstrated ethic of accountability in the workplace; experience maintaining strict confidentiality and discretion.
- Ability to support others' objectives as his/her own.
- Requires excellent judgment, communication skills, and a personal commitment to outstanding customer service.
- Must be a self-starter with ability to work both independently and as a member of a team.
- Ability to take initiative on projects as directed and demonstrate excellent time management skills, while demonstrating a high degree of flexibility, adaptability and the ability to prioritize tasks and simultaneously focus on multiple projects and deadlines.
- Strong attention to detail management and organization, with a 'process quality' mindset.
- Strong oral and interpersonal communications skills and phone etiquette, with a demonstrated ability to interact with a variety of individuals from a diverse variety of backgrounds and cultures, at all levels of the organization.
- Ability to thrive in a dynamic and friendly environment characterized by growth and change.
- Ability to maintain a positive work atmosphere by demonstrating a pleasant and hospitable demeanor and acting/communicating in a manner which facilitates positive working relationships with customers, volunteers, monks, co-workers and organizational leadership.
- While work is normally performed during the day, evening, weekend and after-hours work may be occasionally required.
- Must be able to follow all safety procedures, including use of approved Personal Protective Equipment.
- Employee must be of the male gender as this position may require working inside the monastery and/or Seminary student living quarters.
- In order to provide our guests/residents/employees with a pleasant and healthy retreat/work/housing experience, while at work the employee is expected to be free of any discernable smells or scents, including but not limited to tobacco, body odor, or personal care products/fragrances.
- Regular and predictable attendance is an essential function of the job.

## **EDUCATION and/or EXPERIENCE**

Associate's degree in Computer Science, Computer Information Systems, or other related field or equivalent experience.

## **LANGUAGE SKILLS**

Strong verbal and written skills.

## **MATHEMATICAL SKILLS**

Solid basic math skills.

## **COMPUTER SKILLS**

Excellent computer skills, including advanced knowledge of Microsoft Office (Excel, Word and PowerPoint), database expertise and use of the Internet.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

None.



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## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to regularly sit, stand, bend, stoop, kneel and occasionally reach overhead.
- Job requires the lifting and moving of computer equipment, frequently (several times per week) lifting small objects/equipment weighing up to 25 pounds.
- Will occasionally enlist assistance in lifting larger objects weighing up to 50 pounds.

## **WORK ENVIRONMENT**

Primarily office environment, with potential exposure to adverse weather conditions when walking between buildings.