

Maui Economic Opportunity, Inc.

Job Description



Job Title: IT Specialist
Department: Information Technology
Reports To: IT Manager
FLSA Status: Exempt – Administrative
Approved Date: April 2014
Updated: August 2026
Pay Grade: S28

SUMMARY:

Ensure maximum access to and the implementation of technology services and resources. Assist in maintaining information technology strategies by researching and implementing technology solutions. **Assist in** managing and providing hardware and software maintenance. Maintain database systems for record input tracking and reporting. Assist in developing and managing the client record system. Help to maintain computers, printers, peripherals and network systems within MEO and its affiliates.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Regularly exercises independent judgment and decision making while performing the essential duties and responsibilities.
- Assist in working with executive management to establish and support the company's technical vision for the implementation of new technical projects or programs.
- Assist with managing long-range objectives, plans, and policies.
- Assist with selecting, ordering, installing, maintaining and managing all computer and communication systems.
- Assist with evaluating, maintaining, and managing e-mail, work group and individual applications.
- Assist with the purchasing, analyzing, testing and managing of all telephone operating and cellular phone systems.
- Assist with writing and updating system and user documentation, i.e., user manuals and operating instructions.
- Assist with analyzing existing programs or systems and with making recommendations for improvements.
- Assist with maintaining, updating and testing cybersecurity systems and protocols, and responding timely to security threats and breaches.
- Assist with monitoring network traffic and use of equipment.
- Assist with ensuring equipment and systems are HIPAA (privacy) compliant.
- Assist with creating and scheduling regular back-up systems and routines.
- Assist with documenting and testing restoration and disaster recovery procedures.
- Assist with resolving technical problems for users and support personnel.
- Act as a technical liaison between MEO and the community.

Maui Economic Opportunity, Inc.

Job Description



- Maintain technical competence and learn new methodologies, languages and procedures by reading technical manuals and publications and attending classes.
- Maintain the highest level of confidentiality.
- Promote and maintain a high level of customer service ensuring that client's needs are met.
- Promote and maintain a culture of safety for staff and clients.
- Regular attendance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform other duties as needed.

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Practical knowledge of various hardware, languages, operating systems and machine capabilities and limitations.
- Working knowledge of server, microcomputer and communications hardware and software.
- Working knowledge of cybersecurity protocols, controls methods, common attack methods, solutions, and current best practices for organizational cybersecurity posture.
- Knowledge of information systems, procedures and methods.
- Thorough knowledge of Google Apps for Business or Education.
- Understanding of the principals, practices and techniques of database structures and computer programming.
- Knowledge of methods and procedures of operations for computers and peripheral equipment.
- Organized, detail and tasks oriented.
- Excellent interpersonal skills, which include written, verbal and listening.
- Ability to provide support and work direction.
- Ability to instruct, motivate and supervise others.
- Ability to work flexible days and hours, which may include evenings and weekends.
- Ability to travel off island on occasion.
- Ability to drive to remote locations such as Hana and outer lying areas on Molokai and Lanai.

Maui Economic Opportunity, Inc.

Job Description



EDUCATION and/or EXPERIENCE:

- Bachelor's degree from a four year College or University in computer science or a related field, or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively teach technical concepts to staff with varying degree of technical abilities and experience.
- Ability to effectively present information and respond to questions from groups of managers, employees, clients, and the general public.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to prioritize workload and meet the demands and pressure of deadlines.
- Ability to interact and have compassion for persons with mental and physical disabilities.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver's license and access to an insured vehicle.

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.

While performing the duties of this job, the employee is:

- Frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.
- Occasionally required to smell.
- Must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

Maui Economic Opportunity, Inc.

Job Description



The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Regularly exposed to moving mechanical parts.
- Frequently exposed to risk of electrical shock.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; outside weather conditions; extreme cold; and extreme heat.
- The noise level in the work environment is usually moderate.
- Work flexible days and hours, which may include evenings and weekends.
- Ability to travel off island on occasion via plane or boat.
- Long periods of sitting and working on a computer keyboard and terminal.