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# Job Title: Information Support Technician (Part-time; < 35 Hours/week)

# Reports To: Director, Information Systems

Ben Franklin Technology Partners of Southeastern PA combines the best practices of early stage investing with a higher purpose – to lead the region’s technology community to new heights, creating jobs and transforming lives.

For over 30 years, Ben Franklin Technology Partners of Southeastern PA has been the leading seed stage capital provider for the region’s technology sectors, investing over $175 million in more than 1,750 regional technology companies, many of which have gone on to become industry leaders. Ben Franklin has also launched university/industry partnerships that accelerate scientific discoveries to commercialization, and has seeded regional initiatives that strengthen our entrepreneurial community.

**Summary:**

The IS support Technician is a staff position within the IS Department accountable for ensuring continuity of computer system services and the optimization and maintenance of the organization’s database application for computer users. The IS Support Technician provides technical expertise, assistance and project coordination necessary to install, configure and support computer software products, modify/repair hardware and resolve technical problems.

**Essential Duties and Responsibilities:**

* Assure continuity of the computer system for all system users.
* Research software products and applicability to organizational environment.
* Install selected software and hardware products.
* Repair hardware as necessary and work closely with service vendors to ensure continuity of service.
* Stay abreast of the latest development in MIS technology.
* Be “on-call” for all periods as assigned by manager.
* Provide technical assistance and advice to users as needed.
* Recommend changes in software and hardware to improve computer capabilities.
* Assist in implementing practices that will more effectively utilize MIS resources.
* Monitor and maintain database and CRM applications.

# Requirements:

* Bachelor’s Degree, or Industry Certifications equivalent, in a technology discipline with at least 2-years’ experience.
* IS industry experience, preferably with startups and/or high-growth companies.
* Strong background in technology, technology development and business development, including but not limited to business process and technology alignment and CRM applications.
* Experience with project management, technology assessment, due diligence, regulatory issues/agencies, financing, funding agencies and other product/business development challenges.

**Other Skills:**

Communications:

* Excellent written and oral communications.
* Ability to independently draft routine business correspondence.
* Excellent client, management, and corporate relations skills.

Technical:

* Strong skills in Microsoft Operating Systems and Productivity Suites, or similar software.
* Ability to administer computer networks.
* Experience with databases and CRM systems.
* Familiarity with networking switching, Wi-Fi, mobile device OS’s, hypervisor environments, backup software, MS Exchange and MS Windows Active Directory Services a plus.

Analytical:

* Ability to work independently, with strong organizational skills and attention to detail.
* Capable of managing multiple projects, setting priorities and meeting deadlines, while adjusting to changing priorities.
* Self-motivated and energetic with excellent analytic skills.

**Compensation:**

Competitive compensation, pro-rated vacation and sick time.

Ben Franklin is an equal opportunity employer. The organization reserves the right to modify this job description based on its needs and may require the employee to perform functions beyond those mentioned above. This is a salaried, exempt (part-time) position and is subject to the availability of funding. 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 of the position. This job description does not create an employment contract between Ben Franklin and the employee. Either the company or the employee may end employment at any time, without notice or cause.