



IT Support Analyst

Pathways Youth and Family Services has an amazing opportunity for an IT Support Analyst in San Antonio. The IT Support Analyst will play a key role in providing support for all areas of IT. The Analyst is accountable for providing best-in-class technical support to end users on various technical issues related to computer hardware, applications, and peripherals, specifically desktops, laptops, mobile devices, video conferencing equipment, and unified communications phone system. They also provide assistance in troubleshooting server and network related issues in partnership with the IT team. The IT Support Analyst will be responsible for responding to service desk tickets and calls, and documenting resolutions in a timely manner within the agreed upon SLA. The Analyst will also perform root cause analysis of major incidents and problems, while collaborating with IT leadership team in developing procedures and controls to avoid future problems and incidents.

Pathways Youth & Family Services is headquartered in Kerrville, TX with locations in Abilene, Dallas, Austin, San Antonio and Houston. Providing foster care and adoption services to over 10,000 children since 1992, Pathways' mission has become a reality. The organization has fulfilled its vision of thriving children, resilient families, and strong communities enduring for generations. True to its name, Pathways provides a path for youth and families to receive a comprehensive network of services through the following 4 vital programs: Foster Family Care, Adoption Services, Mosaic Behavioral Health and Turning Point, and Residential Care.

What you will be working on (essential duties not limited to the following):

- Install, configure, and troubleshoot computer hardware, applications, and peripherals, specifically desktops, laptops, mobile devices, video conferencing equipment, and unified communications phone system
- Monitor and maintain working components through repair or replacement of all computer hardware, software and peripheral devices, and ensure all devices are operating at optimal performance.
- Provide assistance in troubleshooting server and network related issues in partnership with the IT team.
- Respond to service/help desk tickets and calls, documenting resolutions in a timely manner within the agreed upon SLA.
- Create and maintain Pathways' IT processes and procedures for onboarding new employees, transfers, and off boarding recent terminations.
- Prepare returned computer hardware and peripheral devices according to Pathways' IT processes and procedures before placing items back into inventory.
- Assist with deployment and installation of user and network hardware and software upgrades.
- Document resolutions of IT issues and repairs of hardware, software and peripheral devices.
- Identify repeat technical issues and collaborate with IT team and product vendors if necessary to apply a permanent solution.
- Maintain daily backup of Pathways' computers and servers.
- Maintain technical documentation such as inventory sheets, network layouts, telecommunications and software licensing.
- Assist with the installation of network hardware and software either through remote support or traveling to a Pathways' locations.
- Collaborate with IT leadership in testing new technology.
- Notify IT leadership of the need for additional or new computer and network equipment.
- Assist with the design, implementation and ongoing support of new software and upgrades.
- Monitor network performance, availability and security.
- Assist IT leadership with the development of meaningful employee engagement tools and resources for IT such as help guides and tutorials.

- Maintain strict confidentiality and follow federal and state laws, organization policies and procedures, and best practices related to: Protected Health Information, Pathways' personnel records and client records.

Physical and Mental Demands

- With or without reasonable accommodation, the physical and mental requirements of this job may include the following: frequent seeing, hearing, speaking, and writing clearly. Occasional reaching with hands and arms, stooping, kneeling, crouching, crawling, frequent sitting, standing and walking may be required for long periods of time and may involve climbing stairs, walking up inclines and on uneven terrain. Additional physical requirements may include, frequent lifting and or moving up to 25 pounds. Ability to remain calm in stressful situations.

What you will bring along:

- Two to three years working experience in a similar role in help/service desk support, IT systems support, or IT support analysts.
- Experience supporting Google Workspace and Microsoft operating systems and servers.
- Prefer working toward or already attained industry certifications such as A+, Network+, Security+, or ITF+.
- Ability to multitask, prioritize and manage time efficiently.
- Goal-oriented, organized team player.
- Ability to physically stand, bend, squat and lift equipment.
- High school degree or equivalent.
- Knowledge of Google Workspace, Microsoft Windows 10, Server 2012 and above, provisioning and decommissioning computer and server hardware.
- Some working knowledge supporting IT network assets.
- Excellent troubleshooting abilities and problem solving skills.
- Above average knowledge of internet security and data privacy principles.
- Strong attention to details.
- Ability to support the organization's culture, growth, and success through communication, accountability, and positivity.
- Ability to analyze, organize, and present data and research findings.
- Ability to communicate effectively, orally and written.
- Excellent collaboration, interpersonal, and organizational skills.
- Ability to work efficiently and effectively as a professional, both individually and as part of a team.
- Advanced level of computer skills.

Due to the nature of our work, additional requirements include:

- Proof of education.
- Proof of valid Texas Driver's License (Type C).
- Access to reliable transportation.
- Proof of valid/current auto insurance.
- Cleared motor vehicle driving record.
- Three employment references.
- Cleared criminal background check and signed statement regarding felony indictments/convictions.
- Cleared TB test results (current within 12 months prior to employment).
- Cleared pre-employment drug test.
- Working cellular telephone.

What to expect:

- This position works on-site at our San Antonio office.

- Great coworkers, casual and friendly work environment, and strong company reputation!
- We focus on career development and promotion – people are at the core of everything we do. If you are looking for a career and not just a job, you're in the right place.
- Pathways is the type of company where you can balance great work with great life. It doesn't matter if you're just out of college or your children are; we need you for what you can do.

What's in it for you? We take care of our people.

- Salary commensurate with experience.
- Affordable health coverage for you and your family.
- Generous paid time off, flex days, holidays, and bereavement leave.
- Employer matching retirement plan.
- Work side-by-side with other knowledgeable, dedicated, and diverse teams.
- Casual work environment.
- Amazing opportunities for career progression.
- A service you can be genuinely proud of!

We would love to hear from you! Submit your resume for consideration for this extraordinary opportunity to positively impact a child's life. Pathways is an equal opportunity employer.