



# Join Our Team

## An Exciting and Rewarding Career Opportunity

### Southern Nevada Regional Housing Authority

Announcement Number	Job Title
24-042	Information Technology Specialist
Number of Openings	Compensation (Depending on Experience, DOE)
One or more (Full-Time, 7 AM to 6 PM, Mon-Thurs)	\$55,240.43 (Step 1) - \$88,310.14 (Step 20) annually <i>The typical starting range for this position is between \$55,240.43 and \$60,974.99. DOE</i>

Opening Date	Closing Date
December 12, 2024 <i>Applications are reviewed on a rolling basis.</i>	December 19, 2024 (or until filled) <i>The closing date may be earlier based on the number of applications received.</i>
To Apply and Required Documents	Conditions of Employment
<p>This position is open to both internal and external applicants. Applicants should:</p> <ul style="list-style-type: none"> <li>▪ Complete an application online - to apply, click <a href="#">here</a></li> <li>▪ Submit a cover letter and resume</li> </ul> <p style="text-align: center;"><b>Incomplete applications will not be considered.</b> <i>*Applicants who meet minimum qualifications are not guaranteed an interview.</i></p>	<p>Upon a conditional offer of employment, the candidate <b>must</b> successfully:</p> <ul style="list-style-type: none"> <li>▪ Complete a background investigation which may include: (education, criminal history, credit, fingerprints, and DMV)</li> <li>▪ Pass a workplace drug test within 72 hours*</li> <li>▪ Possess a valid State of Nevada driver's license</li> <li>▪ Possess a clean driving record</li> </ul>

**\*As a federally-funded employer, although legal in the state of Nevada, marijuana is restricted under Federal guidelines.**

Employee Benefits
<p>Pay is only part of your generous compensation package for our premier agency. Employees enjoy a 3-day weekend; free parking; 2 weeks vacations (years 1 and 2); 13 sick days; 13 paid holidays, including your birthday; medical, dental, and vision insurance – 100% employer paid (employee only); health and dependent care flexible spending accounts; life and long-term disability insurance (employer paid); 457B Deferred Compensation Plan; Public Employee Retirement System (PERS) – 100% Employer-Funded or Employee/Employer-Funded (50%/50%); Employee Assistance Program (EAP); and a host of voluntary employee benefits options. Under the Public Service Loan Forgiveness (PSLF) program, student loan forgiveness is available to qualified individuals.</p>

Overview
<p>The Southern Nevada Regional Housing Authority (SNVRHA) is recruiting an <b>Information Technology Specialist</b> to join our team. SNRHA provides affordable housing to low- and moderate-income households through its public and affordable housing programs. Our team comprises 200+ committed and caring professionals who support our mission and the clients and communities we serve. Our success is built upon the contributions of our valued employees. To learn more, please visit us online - <a href="http://www.snrha.org">www.snrha.org</a>.</p> <p>If relocating from out-of-state, more than its famous Strip, which provides endless entertainment opportunities for locals and tourists, Las Vegas, Nevada also offers a family-friendly environment with terrific neighborhoods, affordable living, warm weather, outdoor wonders (hiking, climbing, snow-skiing, boating, sightseeing, and more), professional sports, and world-class restaurants. Las Vegas is home to the University of Nevada, Las Vegas (UNLV) and a few hour's drive to beach destinations in Southern California, the Grand Canyon in Arizona, and national parks and ski resorts in Utah. Nevada is among the most tax-friendly states in the U.S., with residents enjoying no state income tax, county income tax, inheritance tax, and lower property taxes.</p>

Position Summary
<p>The <b>Information Technology Specialist</b> installs and maintains computer hardware and software. In addition, to providing technical software, hardware, and network problem resolution to SNRHA computer users by performing question/problem diagnosis and guiding users through step-by-step solutions in a help desk environment; communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed. Supports the digital SNRHA telecommunications systems (VOIP), audio/video, and related equipment related to the department's day-to-day operations. Also, it fields all Help Desk calls from the SNRHA user base and creates the initial record of the request, resolving Level One end-user problems over the phone. Exercises no supervision over other positions</p>

**Southern Nevada Regional Housing Authority (SNRHA) is an Equal Opportunity Employer**

*SNRHA prohibits discrimination and harassment without regard to race, color, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status, genetics, or any other characteristic protected by federal, state, or local laws.*

## Duties and Responsibilities

This announcement summarizes typical job functions and does not exhaustively or comprehensively list all duties and responsibilities. This position is accountable for performing the following duties and responsibilities, with or without reasonable accommodation.

- Install and configure new computers, printers, and software. Identify, diagnose, and resolve Level One problems for users' personal computer software and hardware, SNRHA network, the Internet, and new computer technology in a help desk environment; communicate solutions to end-users as required.
- Provide one-on-one end-user problem resolution over the phone for SNRHA-approved Personal Computer (PC) software as required.
- Repair computer hardware, such as computers and printers. Analyze and troubleshoot problem areas and work to resolve them promptly.
- Perform digital telecommunication systems (VOIP) support, maintain and configure telecommunication systems, troubleshoot system down issues, work with third-party technicians, provide training, and set up new users and phones in the appropriate areas.
- Provide Audio and Visual Support at all Commissioner Board meetings, creating and providing CD recordings as needed by the Housing Authority. Also, give this A/V and photography support for SNRHA special events, projects, intranet/website, and other Housing Authority needs.
- Analyze needs and recommend computer-related equipment for SNRHA management and staff as required.
- Perform and assist in developing specifications for standardized computer-related equipment as required.
- Perform IT Service Requests as required, which involve access to highly confidential information at all agency levels.
- Continuous travel between different sites or locations is required immediately or in an emergency.
- Adhere to the confidentiality standards of the Privacy Act 1974, as amended.
- Demonstrate courteous and cooperative behavior when interacting with clients, visitors, and SNRHA staff to support relationships between SNRHA and the constituent population.
- Perform related duties and responsibilities.

*This position is **not eligible** for participation in the collective bargaining unit (SEIU), representing certain Southern Nevada Regional Housing Authority employees.*

## Minimum Qualifications

Minimum qualifications are intended to identify applicants most likely to perform successfully. Applicants who meet minimum qualifications are not guaranteed an interview; however, they are further assessed to determine how well they meet the position's minimum qualifications and the agency's immediate needs. Applicants should possess the following:

- A high school diploma, or GED, supplemented by one (1) year of vocational/technical training in information technology or business administration. Experience or technical training could come from internships and practical learning opportunities while completing undergraduate studies.
- Valid **Nevada** State-issued Driver's License and a satisfactory driving record.

## Preferred Qualifications

Preferred qualifications are desired above and beyond minimum qualifications that demonstrate additional education, experience, training, or other credentials. Preference may be given to applicants who possess the following preferred qualifications:

- A Bachelor's Degree in Information Technology
- Experience with public sector agencies.

## Screening and Selection

Applicants who meet minimum qualifications may be further considered. Evaluation factors include but are not limited to, a cover letter and resume, writing samples, pre-employment testing/assessments, panel interviews, references, performance evaluations, and background investigation.

## Reasonable Accommodation

If you require a reasonable accommodation to participate in our hiring process, contact the HR Department (702.477.3170).

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