



## Job Description

**POSITION:** IT/Facilities Supervisor  
**REPORT TO:** Director of Operations  
**JOB OVERVIEW:** Provide IT/Facilities/Administrative support the agency.

### DUTIES AND RESPONSIBILITIES

#### Facilities Management:

- Maintain office hardware (i.e. fax machine, printers, copiers, postage machine, headsets, keyboards, etc.)
- Participate in planning for growth and new facilities.
- Run various errands to pick up office/clinic supplies; maintain all offsite storage units, conduct annual inventory of those storage units.
- Participate in Safety Committee – ensures custodial and maintenance activities for all facilities comply with health, fire and other safety regulations and safety standards. Coordinates staff training activities as they relate to health and safety.
- Order, stock, and organize office supplies for administration & clinic
- Manage relationships and service contracts with facilities vendors. Serve as primary contact for various companies such as janitorial, landscapers, exterminator, alarm, dental equipment repair, etc.
- Responsible for obtaining quotes for all facility related items and some dental equipment.
- Responsible for maintenance of organizations' vehicles.
- Coordinate and document regulatory requirements; clinic licensing, backflow test, EPA renewal with Operations Director.
- Assist in facilities budgeting.
- In absence of Lead DA coordinate dental equipment repairs.
- Other duties as assigned.

#### Information Technology:

- Maintain agency computer, telephony, copying systems and other information systems as needed. Ensure uninterrupted high quality of service to all departments.

- Responsible for obtaining quotes for all computer, telephony, copying and other systems and equipment.
- Manages contracts with IT, telephony, copying systems vendors.
- Address and solve any problems of non-functioning computer or office equipment in a timely manner.
- Ensure that all relevant software and concurrent updates are installed and functional on agency computers.
- Provide technical training and end-user desktop support to Dientes employees when required.
- Maintain agency network, internet, and intranet.
- Audit current software programs on an ongoing basis (or as needed) and recommend changes to Director of Operations for approval.
- Serves as liaison on committees and workgroups as they relate to IT infrastructure.
- Assists in developing IT budget.

### **QUALIFICATIONS:**

- Minimum of 4 to 6 years administrative experience.
- Preferred- 2 years of Information Technology (IT) experience.
- Thorough knowledge of office organization, procedures and practices, and the operation of standard office equipment, including fax and copy machines, postage meters, etc.
- Thorough knowledge of PC platform and networking.
- Skilled in the use of personal computers and MS Office Suite
- Working knowledge of business English, vocabulary, spelling, grammar and punctuation and formats for business correspondence and reports
- Strong written, interpersonal, and oral communication skills
- Excellent people skills, team player
- Organized, with attention to detail and accuracy
- Ability to be creative, well-organized, detail oriented, flexible, and self-starting
- Must work well under deadline pressure and be able to juggle multiple tasks efficiently
- Must be able to lift up to 20 pounds

Dientes offers a rewarding career with excellent work/life balance, generous paid time-off and comprehensive employee health benefits program which includes medical, dental, vision, life and disability coverages, as well as a 403B retirement plan with a company match. Dientes is committed to providing culturally appropriate services. The ideal candidate will communicate effectively and respectfully with people from different racial, ethnic and cultural backgrounds and lifestyles and demonstrate a knowledge of, and sensitivity to, our patients' diverse needs.

### **Physical Demands:**

Must be able to lift 20lbs

### **Additional Qualifications:**

None

### **Signature/Acknowledgement:**

*Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. It also constitutes the employee's understanding that the job description is **not** designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at anytime with or without notice.*

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Manager: \_\_\_\_\_ Date: \_\_\_\_\_

HR: \_\_\_\_\_ Date: \_\_\_\_\_

*Dientes is an equal opportunity employer. We are on a mission to create lasting oral health for the underserved children and adults of Santa Cruz County and neighboring communities*