

Hispanic Unity of Florida

Job Description



Job Title: VITA Technical Support Specialist
Department: Economic Development
Reports To: VITA Program Manager
Classification: Non-Exempt, Seasonal
Work Location: Hybrid
Date Released: September 2026

CHANGE LIVES AND MAKE A DIFFERENCE!

At Hispanic Unity of Florida (HUF), we change lives every single day – in small and big ways. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live their American dream, please continue reading.

It is imperative that all applicants share HUF's values as it serves as the foundation for how we treat each other, our clients, our funders, and everyone we come into contact with. Those values include, but are not limited to: *Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration and teamwork.*

Job Summary:

The VITA Technical Support Specialist (VTSS) empowers VITA sites through strong technical infrastructural development and support helping to strengthen VITA site operations and increase the program's impact in underserved communities.

Essential Duties:

- Assess and prepare the full technical infrastructure for all VITA sites' to ensure operational readiness in collaboration with HUF's IT Manager.
- Provide onboarding, training, and ongoing technical support to site coordinators, staff, and volunteers.
- Configure, test, deploy, and maintain computers, printers, and other site technology.
- Coordinate with IT vendor to ensure proper equipment setup, software installation, and updates.
- Manage and troubleshoot the volunteer hours tracking system to ensure accurate reporting.
- Conduct site visits to resolve technical issues and support efficient site operations.
- Submit required reports in a timely manner and maintain accurate inventory records.
- Participate in team meetings, sharing observations, recommendations, and operational needs.

Qualifications and Job Requirements:

- Must pass a Level 2 background check.
- Fluent in English with strong communication, organizational, and problem-solving skills; able to manage multiple priorities with attention to detail.
- Ability to work effectively in a team environment, maintain a positive attitude, and handle confidential information with discretion.
- Experience setting up, configuring and testing computers, printers, WiFi routers and other peripherals.
- Proficient in Microsoft Word, Excel, Outlook, PowerPoint, and virtual meeting platforms (Teams, Zoom, Google Meet); TaxSlayer experience preferred.

- Bilingual skills (English/Spanish, English/Creole, or English/Portuguese) preferred.
- Available to work flexible hours, including evenings and weekends.
- Valid Florida driver's license, insurance, and ability to travel independently.

Education and Experience:

- The ideal candidate will have a minimum of an associate's degree in information technology, computer science or related field.

Working Environment:

- A workspace will be provided/assigned for the individual to perform their duties. The VTTS must exercise precautions to ensure the safe and secure handling of all HUF equipment and data.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and understand my responsibilities.

Employee's Signature _____ Date: _____

Supervisor's Signature _____ Date: _____

Title: _____

This job description does not alter your "at-will" status. It is not an employee agreement or contract. Management has the right to alter this job description at any time with or without notice. Employee understands that other tasks or duties may be added or assigned from time to time, at the discretion of the administration.