



Job Title	Van Driver
Department	Health and Human Services – Aging Services
Employment Status	Part-time
FLSA Status	Non-exempt
Classification	Schedule C

Scope of Work

Under the direction and supervision of the Transportation Program Coordinator, the Van Driver is responsible for safely transporting senior citizens from their homes to the Center at the Heights (CATH) and other local destinations such as grocery stores and pharmacies.

Supervision

Received	Transportation Program Coordinator
Exercised	None

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Install, support, maintain and replace hardware, including but not limited to laptops, desktops, printers, peripherals, monitors, network attached devices, and software systems as designed
- Diagnose, troubleshoot, and resolve technical problems, identify the hardware and software needed to provide solutions to problems, assist in hardware/software preventive maintenance, provide telephone, online, and face-to-face support to employees.
- Build or image then deploy desktop and laptop systems.
- Maintain inventory for all town-owned computers and peripheral hardware.
- Perform server and domain level tasks such as adding and removing accounts, maintaining mailboxes, resetting passwords and accounts; support network printers using print servers.
- Oversee and provision smart phones, cell phones, tablets, and other mobile devices.
- Provide technical expertise and resources to managers, staff, and Town departments.
- Assist in responding promptly to support requests, and system problems across multiple Town buildings.
- Customization and adaptation of existing desktop and operating system programs to meet users' requirements.
- Support remote users of the VPN client (Citrix) and any other related network access.

Other Job Functions

- Performs related duties as assigned.
- Follow safe work practices.

Requirements of Work

To be considered for this position, applicants must:

- Possess a valid Massachusetts Drivers' License with a clean driving record
- Communicate effectively and interact tactfully with the elder population and the general public
- Be reliable and dependable with the ability to support and assist customers and staff
- Have achieved at least a High School diploma or G.E.D.
- Have the ability to lift/carry bundles weighing up to 20 pounds and to support a degree of leaning weight as passenger assistance is required
- Knowledge of Needham roads and neighborhoods, while not required, would certainly be considered a plus

Preferred Requirements:

- Familiarity with relevant technology and devices such as smartphones, GPS, and use of standard office technology, including computers and email

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer