



**Position:** I.T. Technician

**Reports to:** Director of Operations and Government Affairs

**Classification:** Part-time, non-Exempt

**Hourly Wage:** \$20 / hour

**Schedule:** 20 hours / week; Monday - Friday, 9:00 am - 1:00 pm

### **POSITION SUMMARY**

The I.T. Technician is the first point of contact for I.T. related concerns and routinely interacts with multiple departments, listens to their needs, and implements solutions. This position supports approximately 30 employee workstations, three remote retail locations with workstations and other equipment, four internal servers (physical and virtual), and a variety of business equipment for both in-person and remote workspaces. They support the staff through direct technical support and training, installing and maintaining equipment and software, and ensuring effective technological performance across the agency.

### **KEY RESPONSIBILITIES:**

- Investigate, diagnose, and solve computer software, hardware, and network issues
- Install, configure, and perform routine maintenance and upgrades on equipment, including desktops, laptops, other computer hardware, software, servers, networks, printers/copiers, VoIP phones, cellular telecommunications devices, security and other devices
- Train employees in the use of agency equipment and software
- Track all employee requests, upgrades, setups, etc. to ensure that problems are resolved and in a timely manner
- Maintain user accounts for current and departing employees
- Maintain software licenses and hardware inventory
- Support departmental budgeting for I.T. needs
- Implement cybersecurity protocols and train staff on best practices
- Implement disaster recovery and backup procedures
- Provide immediate availability in case of IT emergencies
- Support infrastructure planning/re-structuring, coordination, and implementation
- Act as liaison to 3rd party vendors relating to technological needs
- Remain abreast of current and emerging technologies and practices with an eye to the future
- Other duties as assigned

### **REQUIREMENTS**

Personal –

- Deep respect and compassion for underserved communities
- Detail-oriented with high level of accuracy
- Dedication to maintaining confidentiality and the ability to determine how it must be applied

- Ability to work well under pressure, to rapidly assess problems, to develop solutions, and to deploy limited resources effectively
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team
- Willingness to admit mistakes and learn new things

Physical –

- Ability to perform bending and kneeling motions
- Ability to perform cabling activities
- Ability to lift up to 50 lbs
- Ability to sit in front of computer screen for prolonged period of time

Experience & Skills –

- 2+ years' experience in the field of information technology
- Demonstrated experience troubleshooting systems, hardware, and software
- Expert level of proficiency using Microsoft Windows, Office Suite, O365
- Familiarity with a range of software and hardware, including QuickBooks, VoIP
- Knowledge of internet security and data privacy principles
- Effective oral and written communication skills
- Ability to organize and prioritize multiple projects and meet deadlines
- Ability to work independently and in a collaborative team environment

**PREFERRED QUALIFICATIONS**

- Associates Degree in I.T. or related field and/or certification as I.T. Technician
- Bilingual/Multilingual
- Experience working with people from diverse cultural, educational, and economic backgrounds
- Experience training others on new technology and/or software in individual and group settings

**WORK ENVIRONMENT**

Flexible weekly schedule, some on-site work will be mandatory and remote work is an option.

**To Apply**

Interested in applying? Email the following to [hr@tpabitat.org](mailto:hr@tpabitat.org). No phone calls, please.

- A letter of interest specifically addressing the qualifications listed in this announcement, including why you are interested in a role with Tacoma/Pierce County Habitat for Humanity.
- Current resume
- Three professional references

Tacoma/Pierce County Habitat for Humanity is an equal opportunity employer. If you are selected for the position, Tacoma/Pierce County Habitat for Humanity will conduct a background check before hire.