

Volunteer Center IT Specialist

We are looking for a qualified **IT Specialist** to work as part of a 2-person team to install and maintain high quality in our networks and work stations and to train and support staff in their use. We are a multi-site, growing nonprofit that relies heavily on the use of technology to drive staff productivity and achieve our mission. The ideal candidate will possess great problem-solving ability in order to fix issues and ensure functionality, and will work well to support and coach a wide variety of people including people with little or no technology experience.

IT System Size and Scope: 100 Mac workstations/laptops across 4 locations and in the field. Single, integrated VOIP system across all sites with 90 phones. 20 PCs used exclusively for accounting and mandated Integrated Medical Billing/Records System. Some Macs operating as Virtual PCs for this purpose. Mac servers at each of the 4 sites.

As part of a team, this position is expected to have strong skills in supporting Macs, PCs, Mac Servers and our basic Software Suites of Google and Microsoft Office, and experience with, or the ability to quickly learn to support our Advanced or Specialty Software Products, including Quickbooks, DonorPerfect, Avatar, FileMaker and SalesForce. A complete list of current Applications in use is attached.

Responsibilities

Work with IT Coordinator to manage and maintain functional equipment and systems.

- Set up hardware and install and configure software and drivers
- Maintain and repair technological equipment (e.g. routers) or peripheral devices
- Install well-functioning LAN/WAN and other networks and manage components (servers, IPs etc.)
- Manage security options and software in computers and networks to maintain privacy and protection from attacks, including implementing HIPPA compliant protocols at certain sites
- Perform regular upgrades to ensure systems remain updated with sufficient notice and support to staff that this does not interrupt workflow or efficiency
- Troubleshoot system failures or bugs and provide solutions to restore functionality
- Arrange for regular back-up and storage of all data in keeping with VC Data Retention Policy
- Manage Equipment Inventory including tagging, asset control, Licenses and e-cycling on disposition.
- Arrange maintenance sessions to discover and mend inefficiencies
- Manage maintenance of PC's and virtual PCs
- Keep records of repairs and fixes for future reference

Empower staff productivity through training, tools and support.

- Offer timely technical support and teach users how to utilize computers correctly
- Provide onboarding/basic training to new staff concerning our computer systems
- Develop simple tools, tips and training to support staff competency with equipment and software
- Manage passwords and permissions including establishing new accounts, assisting with retrieving or resetting passwords, supporting staff in accessing accounts

- Participate in continuous performance improvement efforts, including tracking and analyzing IT Tickets and system data to make recommendations for system performance improvements.

Minimum Requirements

- 2 years proven experience as **computer technician** or similar role or BSc/BA in Computer Science, engineering or relevant field and 1 year of experience
- Experience with Ethernet networks
- Thorough knowledge of Mac and PC computer systems and IT components
- Intermediate/Advance user of Mac OS; Mac Server App 5.2; Apple Remote Desktop; VM Fusion 8; MS Office 2011/16; MS Windows 7/10; Google Suite; Smart Devices (Android/IOS)
- Good knowledge of internet security and data privacy principles
- Excellent troubleshooting skills
- Good written and verbal communication abilities
- Exceptional organizing and time-management skills
- Must have car and the ability to drive between various sites

Plus Factors:

- Relevant certifications (e.g. CompTIA A+) will be an advantage
- Familiarity with any of our specialty programs and tools including Avatar; FileMaker; Quickbooks; Donor Perfect; WordPress; Vertical Response; Authorize.net
- Help Desk experience

Conditions of Employment

The IT Specialist works an average of 20 hours per week, with a schedule that is complementary to the IT Coordinator, also a part-time position. This is a regular position eligible for the full Volunteer Center Employee Benefit Package, including:

- 2 weeks paid vacation annually to start;
- 12 days paid sick leave annually;
- 4 paid Floating Holidays and 10+ Holidays annually;
- Health Insurance, Vision and Accupuncture/Chiropractic paid by VC with options to buy up or cover household members at employee cost;
- Employee Assistance Program with household coverage;
- 401k Retirement Savings plan with VC match on first \$500 annually.

We offer a range of other optional benefits that employees may add at costs through our Cafeteria Plan. The Volunteer Center is an equal opportunity employer and diverse candidates are encouraged to apply. Initial wage is \$20-23.40 per hour, with regular increases, depending on skill and experience.