



Refugee Women's Alliance (ReWA) is a nationally recognized multiethnic nonprofit organization that provides award-winning services to refugee and immigrant women and their families in King and Snohomish Counties.

Job Announcement

POSITION TITLE: IT Technician
DEPARTMENT: IT
REPORTS TO: System Administrator
POSITION STATUS: Non Exempt Regular Part-time (15 to 22.5 hours per week)

PURPOSE: This is an entry level position. The ideal candidate is perusing or planning to perse a professional career / degree in the Information Technology field.

The IT Help Desk Technician is responsible for providing primarily remote end or over the phone user support, documenting procedures and managing incidents to resolution or escalation to a more senior team member. This role is also responsible for keeping current on technologies to provide effective support for the desktop environment.

RESPONSIBILITIES:

1. Provide remote desktop support for end users' workstations
2. Troubleshoot Microsoft Windows (7, 8, 10) and Office (2010, 2013, 2016, and 365)
3. Troubleshoot Network, VOIP, Internet connectivity problems, peripherals (printers, scanners, and other devices).
4. Troubleshoot PC's using diagnostic software.
5. Provide support for backups, antivirus, web filtering, spam filtering and common line of business applications (ERP, emails, etc.).
6. Provide support for common IT tasks (password resets, new user setups, etc.).
7. Document, track, and monitor support requests and provide timely feedback to end users during and upon resolution.
8. Other duties as assigned by System administrator.

REQUIRED QUALIFICATIONS:

- Organizational and time management skills with strong attention to detail.
- Written, verbal and interpersonal communication skills.
- Working knowledge of Windows operating systems.
- Working knowledge of internal PC components.
- Ability to multi-task and adapt to changes quickly.
- Ability to work independently and in small teams.

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- Ability to learn and retain information.
- Maintaining a clean and organized office work space.
- Must have own transportation, a valid Washington state drivers' license, and able to travel to multiple sites on a regular basis.
- Willingness to work flexible hours, and with changing responsibilities.
- Proven ability to: work independently as well as part of a team, effectively multi- task, consistently meet deadlines, prioritize and organize workload.

SKILLS

- Demonstrated ability to communicate clearly and professionally through email, on the phone, and in person.
- Possesses analytical and problem-solving skills.
- Ability to convey technical issues and materials to non-technical audience.
- Ability to work independently with minimal direction or supervision.
- Customer service oriented.
- Demonstrates multicultural sensitivity with the ability to effectively and collaboratively work with diverse populations.
- Ability to meet and maintain punctuality and attendance expectations

PHYSICAL REQUIREMENTS:

- Position requires: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

BENEFITS: For individuals working 20 or more hours per week: Medical, dental, vision, life insurance, LTD vacation, sick leave, paid holidays, and 403(b) plan

CLOSING DATE: Open until filled

FOR CONSIDERATION:

https://workforcenow.adp.com/jobs/apply/posting.html?client=rewa&cclid=19000101_000001&type=JS&lang=en_US

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