



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 OPENING

POSITION TITLE: IT Help Desk Technician
REPORTS TO: IT Program Director
STATUS: Full time / Non Exempt (30) Hours per week

SUMMARY:

This is an entry level position. The ideal candidate is perusing or planning to peruse 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. This role is responsible for 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.

ABOUT REWA:

ReWA promotes inclusion, independence, personal leadership, and strong communities by providing refugee and immigrant women and their families with culturally and linguistically appropriate services. ReWA advocates for social justice, public policy changes and equal access to services while respecting cultural values and the right to self-determination.

Our clients come from more than 70 countries across the globe, including Africa, Southeast Asia, and the Middle East. ReWA provides social services to every member of a refugee or immigrant woman's family, from infant to senior. These services, delivered in more than 50 languages and dialects, are designed to make a long-lasting impact in our clients' lives and help them thrive in the Puget Sound community.

RESPONSIBILITIES:

1. Provide remote desktop support for end users' workstations.
2. Troubleshoot Microsoft Windows (7, 8, 10) and Office (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, and spam filtering
6. Provide support for common line of business applications (ERP, emails, etc.)
7. Provide support for common IT tasks (password resets, new user setups, etc.)
8. Document, track, and monitor support requests and provide timely feedback to end users during and upon resolution
9. Other duties as assigned by Technology Support Specialist

MINIMUM 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
- 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.

BENEFITS: Medical insurance, dental insurance, life insurance; Long Term Disability; 403(b) retirement savings plan; paid vacation, holidays, and sick leave.

TO APPLY:

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

ReWA is committed to a diverse candidate pool, values and inclusive workforce and workplace environment and wishes to minimize or eliminate the impact of implicit bias during the search and hiring process. Women, minorities, and other underrepresented groups are especially encouraged to apply.

BACKGROUND CHECKS:

ReWA is committed to providing a safe and secure staff and client environment. Employment at ReWA is contingent upon a successful background check on each new employee. Candidates to whom an offer of employment is made will be required to sign a Release of Information Form authorizing ReWA to conduct a thorough background check

CLOSING DATE:

Open until filled

EQUAL OPPORTUNITY EMPLOYER

ReWA is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, family or parental status of any other status protected by the laws or regulations in the locations where we operate.