

I.T. HELP DESK TECHNICIAN - SEATTLE

PROGRAM DESCRIPTION

Columbia Legal Services (CLS) represents communities facing poverty and oppression, and we use every legal tool available on their behalf. CLS has a special responsibility to serve people whose access to free legal services is restricted, due to institutionalization or immigration status. Through impact litigation, policy reform, and innovative partnerships, our staff works together to further our mission to achieve social and economic justice for all, and to reveal and end actions that harm the communities we serve. We share a deep commitment to serve and advocate alongside our clients as we seek justice together.

Our vision of justice: when people have the necessary tools and opportunity to achieve social and economic justice, a more equitable and inclusive society is possible. The ideal candidate for any position at Columbia Legal Services will be able to articulate their role in the achievement of that vision.

POSITION DESCRIPTION

Columbia Legal Services seeks an I.T. Help Desk Technician responsible for providing technical support and administering, updating, and maintaining technology resources. The I.T. Help Desk Technician oversees the smooth operation, security, and improvement of the technology infrastructure for our statewide legal services organization that operates in five locations. The I.T. Help Desk Technician is responsible for responding to end-user requests, maintaining stability, and providing superior customer service while providing a seamless technology experience for our staff. The position is part-time (21 hours) and based in our Seattle office.

Responsibilities include:

- Oversee and provide technical support to local and non-local end-users.
- Troubleshoot and provide direct technical support for all hardware, software, server, network, peripherals, printers, AV and videoconferencing equipment, and desktop/application issues.
- Set up all new hardware and software and train new users; conduct regular staff trainings in new and current technologies.
- Supervise contractors as needed for IT projects and upgrades, and communicate with external support resources when needed.
- Implement and oversee policies and procedures relating to information technology, data management, disaster recovery, infrastructure planning, budgeting and purchasing.
- Maintain system documentation, inventory and internal knowledge base.

With the assistance of consultants and contractors:

- Manage server performance and storage resources, backups, and Active Directory.
- Select new technologies and regularly evaluate existing ones in the enterprise.
- Ensure data security within the enterprise and wherever collocated to highest achievable level.

QUALIFICATIONS

- Two years of relevant, applicable experience in an IT support environment.
- Strong written and oral and communications skills, advanced analytical troubleshooting skills, and the ability to simultaneously manage and troubleshoot a variety of issues under pressure.

- Ability to work well within a team, and independently, and to meet deadlines.
- Ability and willingness to travel to statewide offices throughout the year and to work flexible hours (after-hours and weekends) when needed.
- Cultural competence and experience working with low-income client communities.
- Lifting, moving equipment, and driving are essential functions of this position.
- Experience supporting and advising litigation teams, working for legal or nonprofit organizations, formal education (Bachelor's Degree or Microsoft Certifications), or Spanish language skills are all a plus.

This position involves several expertise areas. While it is not expected that the candidate selected will have mastery over every area, the ideal candidate will demonstrate previous direct experience or an outstanding aptitude for acquiring new skills and addressing complex challenges. Knowledge or expertise in the following areas is preferred:

- Windows Active Directory networks and Group Policy
- Windows Server and Desktop Operating Systems, and MS Office Suite
- Exchange Online/Office 365 administration (Sharepoint and Skype for business a must)
- Firewall and network security
- DNS/DHCP
- Virtualization (Hyper-V)
- Policy-based antivirus
- VOIP phone systems (ShoreTel, Mitel)
- Data backup (Symantec BackupExec, MozyPro)
- Experience with help desk ticking systems (Spiceworks)

COMPENSATION

This is a 60% FTE, part-time position (21 regular hours). CLS offers a competitive and comprehensive compensation package including generous holiday and paid time off, excellent employee health care benefits, paid parental leave, and a transportation benefit. Salary is commensurate with years of experience, and includes an annual cost-of-living adjustment. The expected salary for this position ranges between \$28.00 - \$33.00 per hour. All paid benefits are pro-rated at 60%. This is a confidential, non-bargaining unit position and is not eligible for representation by Washington Legal Workers, our in-house labor union.

APPLICATIONS

Position is open until filled. **If e-mailed, please make I.T. Help Desk Technician your subject line. If you are interested in this position, send a cover letter, resume, and a completed Equity Statement to:**

Trisa Kern, Director of Program Administration
 Columbia Legal Services
 101 Yesler Way Suite 300
 Seattle, Washington, 98104
jobs@columbialegal.org

PROGRAM POLICY

Columbia Legal Services is committed to a policy of pluralism and equal opportunity in an environment free of barriers and discriminatory practices for its client communities, Board and staff. Pluralism refers to the active promotion of mutual respect, acceptance, teamwork and productivity among people who are diverse in work background, experience, education,

race, color, national origin, sex, age, religious preference, marital status, sexual orientation, sensory, mental and physical abilities, veteran status, or any other perceived differences. The resulting diversity is both a source of program strength and a matter of fundamental human fairness. If you need a reasonable accommodation for the application process, contact us at 206-464-1122 or jobs@columbialegal.org.