JOB ANNOUNCEMENT
Please see end of document for application information

POSITION: Information Systems Support Specialist
DEPARTMENT: Administration
REPORTS TO: Network Administrator I
SALARY GRADE: 5 ($16.09 to $20.11 per hour*)
*Candidate offers consider experience, qualifications and internal equity
FLSA STAUS: Non-Exempt
SCHEDULE: FT (40 hrs/wk; Monday through Friday, 8 am-5 pm)
LOCATION: Cornwall Ave.
BENEFITS: The Opportunity Council provides a strong benefits package that includes three weeks paid vacation annually, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long-term disability insurance, along with a culture that supports staff and their families.

JOB PURPOSE:
Provides technical assistance and support related to computer systems, hardware, or software in a mixed environment of Mac, PCs and mobile devices.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:
A. Technical Computer Support
1. Assists with maintaining the agency's network, server and desktop computers both on site and remotely.
2. Resolves equipment and hardware problems; tracks and documents issues and their solutions for internal use.
3. Provides Opportunity Council staff remote and on site Help Desk support to all locations.

B. Recordkeeping and Research
1. Develops and maintains records relating to technology and other required inventories.
2. Stays current with technological advances and updates in the computing field.

C. Computer Training/Communication/Documentation
1. Conducts new employee technology orientations for incoming staff.
2. Trains staff in the use of computers and software; provides technical guidance and one-to-one and group training.
3. Assists staff with problems or questions pertaining to computer production work.

OTHER RESPONSIBILITIES:
1. Other related duties as assigned.

EDUCATION, EXPERIENCE, TRAINING REQUIREMENTS:
1. Specialized training or equivalent experience working with a variety of operating systems, product software and mobile applications.
2. Experience providing customer service to people with varying degrees of comfort and competence using technology.

3. Experience working with databases and spreadsheets to collect data and produce relevant and timely reports.
4. Experience in information technology related activities such as installing workstations, providing technical support for software or installing and maintaining PC hardware.

SPECIAL REQUIREMENTS:
Valid Washington State Driver's License at time of hire. Good driving record. A three-year driving abstract must be submitted upon request.

SKILLS AND ABILITIES REQUIRED:
Competencies:
- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective.
- Organizing and Planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.
- Active Listening: gives full attention to speakers, giving verbal and nonverbal cues to demonstrate interest and understanding
- Technology Savvy: Effective performers use technology to be successful in their organizational role. They value technology and understand the necessity of leveraging it to stay productive and competitive.
- Industry Knowledge: understands the general workings of nonprofits, within which the organization functions; monitors activities and trends within these arenas and maintains a current knowledge base

Skills:
- Training
- Working with databases and spreadsheets
- Installing workstations
- Providing software support
- Maintaining PC hardware

Equipment:
- Server
- Laptop
- Repair tools
- Apple Remote Desktop
- Software applications
- Network hardware

PHYSICAL, SENSORY QUALIFICATIONS:
R   =   rarely   O   =   occasionally   F   =   frequently

Physical Activity	F	O	R
Sitting	I		
Stationary standing		I	
Walking	I		

Climbing		I	
Crouching		I	
Repetitive motions (keyboard/data entry)	I		
Lifting/carrying 75 pounds		I	
Driving	I		
Sensory Activities	**F**	**O**	**R**
Talking (in person/on phone)	I		
Hearing (in person/on phone)	I		
Vision for close work	I		

WORKING CONDITIONS:

Work is generally performed in a fast-paced office environment and/or classroom setting with frequent interruptions and occasional crisis situations. Requires off site locations travel to classroom sites, meetings, special workshops and training's, and other job-related activities.

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TO APPLY:

Application and application instructions may be found at: www.oppco.org
Paper copies of the applications may be picked up at:
Opportunity Council
1419 Cornwall Ave.
Bellingham, WA 98225

Applications must be received no later than **4:00 pm, April 24, 2019**.

A private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE

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