

FAMILY BRIDGES

IT/Tech Support Assistant

DEFINITION:

Responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.

Minimum requirements

- HS Diploma or equivalent.
- Strong written and verbal communications skills.
- Technology savvy a plus.
- Experience working with faith-based and community organizations a plus.
- Bilingual (Spanish speaker).

Additional Requirements

- Have legal permanent residence or U.S. citizenship (i.e., proof of authorization to work in the U.S.)

Before hire:

- Required GROWTH workshop (up to 6 hours of Conflict Resolution).

Salary Information:

- Temporary position for 24 weeks (or until work 480 hrs., whichever comes first)
- 20 hours a week
- \$12.00 an hour

JOB DUTIES:

- Assist IT Manager, assist DRLB Team
- Monitor and maintain computer systems and networks to support HMRE/DRLB program staff in a technical support role.
- Tasks can include installing and configuring computer systems, diagnosing hardware/software faults and solving technical problems, either over the phone or face to face.
- Provide onsite multi-media presentation support for facilitators delivering workshops in the community.
- Collaborate with Program Facilitators for participant completion to monitor incentives for participants completing program activities.
- Attend trainings and workshops as required by DRLB SE Program
- Provide off site technical support for survey administration

Other tasks you will be involved in include:

- Working with Affiliate staff, staff and facilitators to identify computer problems and advising on the solution.
- Logging and keeping records of Facilitator and participant queries
- Database maintenance, data clean up and entry

- Maintain technical support equipment
- Train in workshop curriculum to assist as facilitator for FB Workshops

Other

- Acknowledges the statement of faith upheld by Family Bridges that is included in the Employee Handbook.
- Utilizing healthy conflict-solving skills with co-workers, supervisors internally and externally with outside vendors, partners and contractors.
- Committed to building a positive culture in the organization that blesses every person/uplifts other that crosses their path.
- Communicate concerns in timely and effective fashion.