

Staff Position Description

Title: IT Technician

Date: October 2022

Starting Salary: \$20.83-\$21.45 per hour

Location: Part-time Remote, Based out of one of Conservation Legacy's Offices

Status: Full-Time, Non-Exempt, Regular

Benefit Eligible: Full Health, Vision, Dental, Long-Term Disability, Retirement, Paid Time Off per Personnel Policies

Reports to: Business Systems Specialist

Note: Full vaccination against COVID-19 by the first day of employment and ability to provide proof of vaccination before starting.

Program Summary:

Conservation Legacy is a nationwide non-profit. The organization's programs engage participants on diverse conservation and community service projects. These projects provide opportunities for personal and professional development and meet the high priority needs of public land managers and community partners. Through the mission of engaging future leaders who protect, restore and enhance our nation's lands through community-based service, Conservation Legacy works toward a legacy of healthy lands, air and water; thriving people and resilient communities.

Position Summary:

The Information Technology Technician is a fulltime position. This position will support staff primarily over the phone or via video in the following areas: general IT request support and issue resolution, hardware and software support and troubleshooting, ticket management and resolution, user administration, procuring and configuring new equipment, systems administration, process and procedures, change management, user training and assistance.

Essential Responsibilities and Functions:

IT Support

- Set up and administratively manage endpoint protection across organization and make electronic security a priority
- Provide day-to-day support and maintenance for the organization IT systems.
- Provide Office 365 and SharePoint expertise and support, look for ways to make it work more effectively for staff needs, including Microsoft Teams
- Assist with mobile technologies through smart phones as appropriate
- Look for and anticipate technology-based solutions for needs
- Work directly with a contracted IT support service when escalation of tickets is necessary
- Work directly with a contracted IT support service to ensure all back-end security is in place and up to date
- Create protocol for ensuring users update computer software and protection
- Help all staff with software questions and issues (Office suite and others). Assist staff with hardware issues as able (may need local provider)
- Develop trainings and tips sheets for software and data system use. Be proactive in building skills amongst staff. Develop regional/program based super-users as basis for support and training

Procurement and Account Management

- Create and manage system for computer and equipment procurement
- Assist with new computer configuration
- Manage cell phone accounts and ordering for the organization
- Administer Office 365 system, keeping up to date on all upgrades and needed maintenance items.
- Create and manage users and groups in Office 365, including appropriate permission profiles in all systems

Organizational Advocacy

- Successfully engages, leads and supports an inclusive work environment for those of underrepresented populations within the organization and the communities we serve.
- Leads and/or participates in organizational-wide teams, projects and initiatives that support the work of the Strategic Plans goals.
- Reports any potential complaints within the organization as identified in the Personnel Policy Manual.
- Assists or leads other responsibilities, as assigned.

Other “Hats” You May Wear: Customer Service, Relationship Development, Marketing, Administrative, Supervision or Mentorship to Others, Facilitator, Trainer, Facilities, Human Resources, Supervisor

Physical Requirements:

Conservation Legacy is committed to the full inclusion of all qualified individuals and will ensure that persons with disabilities are provided reasonable accommodations to perform essential job functions. Some positions may require periodic overnight travel, non-traditional work hours, ability to move across varied terrain, use program-specific tools and a range of technology on an infrequent or frequent basis. Exerting up to 25 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects. Ability to safely drive an organizational vehicle may also be required for some positions. If you need assistance and/or a reasonable accommodation due to a disability during application or recruiting process, please send a request to the hiring manager.

Qualifications:

- Experience with Office 365, Microsoft Office Suite, and SharePoint (or other cloud-based user systems), at the admin and enterprise level
- Experience with various user-based technology systems such as mobile devices and cloud-based software
- Ability to analyze technology-related issues, troubleshoot, and implement technology-based solutions.
- Two years of information systems operations experience with progressive responsibilities in information systems processes.
- Experience with developing and delivering trainings, especially remotely or through webinar

- Flexibility, adaptability, and capacity to work in a fluid, changing work environment.
- The ability to carry out assigned work independently or with minimal supervision.
- Exhibits the ability to effectively collaborate with diverse teams or with a variety of populations, including those underrepresented at our organization and those of BIPOC communities.
- The ability to communicate effectively, manage complexity cultivate innovation, drive and influence results of oneself and others.
- Ability to work well with others and to seek assistance when needed to carry out assignments.
- Ability to keep others, in remote locations, accountable to expectations.
- Must be able to pass the organization’s criminal history background check requirements.
- Valid Driver’s License and Insurable Driving Record per Personnel Policies.
- Full vaccination against COVID-19 by the first day of employment and ability to provide proof of vaccination before starting.

Other Competencies Desired for this Position’s Success: Manage Complexity, Resourceful, Effectively Communicate, Cultivate Innovation, Drive and/or Influence Results, Plans & Aligns.

To Apply:

1. Send Cover letter and resume to: allison@conservationlegacy.org

Subject line, please include “Applicant (Your Name)”

Cover Letter Must Include:

Cover Letter must include a response to the following: *Provide some examples of your experience effectively working with diverse communities, including those specific to Black, Indigenous, People of Color, and other underrepresented populations, in personal or professional context.*

Conservation Legacy is an equal opportunity employer. We are committed to hiring a breadth of diverse professionals and encourage members of diverse groups to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, political affiliation, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements.