



CHIRLA
Coalition for Humane
Immigrant Rights

JOB DESCRIPTION

POSITION: IT Support Specialist

SALARY: \$46,000 a Year

CHIRLA has an excellent benefit package, which includes generous time off benefits, 401K Plan, health, dental and vision plans.

REPORTS TO: Systems and Network Manager

CLOSING DATE OF THIS POSITION: Open Until Filled

The Coalition for Humane Immigrant Rights (CHIRLA) is a non-profit organization founded in 1986 to advance the human and civil rights of immigrants and refugees in Los Angeles. As a multi-ethnic coalition of community organizations and individuals, CHIRLA aims to foster greater understanding of issues that affect immigrant communities, provide a neutral forum for discussion, and unite immigrant groups to advocate for positive change. CHIRLA's programs include coalition-building, advocacy around issues affecting immigrants and refugees, community education, service provision, and organizing and leadership development.

POSITION DESCRIPTION:

The IT Support Specialist will work closely with the Information & Technology Manager in the day-to-day tasks and long-term projects.

PRINCIPAL RESPONSIBILITIES:

- Help with day-to-day IT/Support related operations.
- Support long-range project planning to address the resources needs of the IT department and support the development of IT project plans.
- Provide technical assistance and support to staff with computer hardware, software, and other technologies including phone, and videoconferencing.
- Conduct end user analysis and promote continuing staff education on various technologies.
- Conduct basic training for staff on most frequently used programs.
- Places software into production by loading software into computer, entering necessary commands.
- Maximizes use of hardware and software by training users; interpreting instructions, answering questions;
- Maintains system capability by testing computer components;
- Prepares reference for users by writing operating instructions;

- Maintains historical records by documenting hardware and software changes and revisions;
- Maintains client confidence and protects operations by keeping information confidential;
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, participating in professional societies;
- Contributes to team effort by accomplishing related results as needed.

QUALIFICATIONS:

- Associate's or Bachelor's Degree in Network Management, Computer Management, Network Administration or related field or equivalent 3-5 years' work experience.
- Knowledge on web based applications and CRMs like salesforce and DIA is a plus.
- Strong communication skills, both written and oral
- Customer service-oriented and use techniques to best serve staff/clients.
- Knowledge of current web and software development technologies and concepts
- Interest in IT profession
- Ability to analyze complex technology-related problems and make sound recommendations.
- Programming experience a plus.
- Knowledge of basic computer hardware.
- Experience with desktop operating systems including Microsoft, etc.
- Extensive application support experience.
- Working knowledge of a range of diagnostic utilities and questioning skills.
- Strong documentation skill

To apply, send resume and cover letter to; jobs@chirla.org

Subject Line should read; IT Support Specialist