JOB DESCRIPTION

JOB TITLE: Webmaster & IT Support Specialist
SALARY RANGE: $31.25/hour
CHIRLA offers an excellent benefit package, which includes generous time off, health, dental, vision and 401K plan.
FLSA Classification: Non-Exempt/Hourly, full-time, regular
REPORTS TO: Support and Network Manager
START: Immediately
LOCATION: Los Angeles, CA Headquarter Main Office

CHIRLA is a nonprofit organization founded in 1986. CHIRLA is a California leader with national impact made of diverse immigrant families and individuals who act as agents of social change to achieve a world with freedom of mobility, full human rights, and true participatory democracy. CHIRLA organizes and serves individuals, institutions and coalitions to build power, transform public opinions, and change policies to achieve full human, civil and labor rights. Guided by power, love and vision of our community, CHIRLA embraces and drives progressive social change.

POSITION DESCRIPTION:

The Coalition for Humane Immigrant Rights (CHIRLA) is seeking a Webmaster & IT Support Specialist who will work closely with the System and Network Manager and IT Support Specialist in keeping website related assets updated and working properly, assist in support tickets and long-term projects. This position serves as the primary contact for all aspects of the organizations website(s), handling a range of responsibilities that may include web design and development, routine site and content maintenance, and various updates to ensure sites align with the goals and objectives of the organization.

DUTIES AND RESPONSIBILITIES:

- Serve as the primary contact for all aspects of the organizations website(s) including updating all components of the websites.
- Develops and maintains internet and intranet portals, forms, and structures in accordance with the organizations needs; collaborates closely with MIS/Database Manager, Communications/Public Relations
- Maintains current knowledge of best practices and emerging developments in web design, web development, and technology.
- Generate and maintain web traffic data and other metrics
- Upload and updating web content working closely with other departments
- Provide support with day-to-day IT/Support related operations
- Maintain consistent data flow between integrated components with webservices
- 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
Maximizes use of webservices 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
Maintain ticketing system and respond to support requests in a timely manner
Other duties and responsibilities as assigned

SKILLS AND QUALIFICATIONS:

- Associate or Bachelor degree in computer science, web development, server systems or related field or equivalent 3-5 years’ work experience. Programming experience a plus
- Must have knowledge and experience with WordPress and related CMS
- Must have Experience with programming languages like JavaScript, HTML and CSS
- Knowledge on web-based applications and CRMs like salesforce and DIA is a plus.
- Strong communication skills, both written and oral
- Good understanding of Zoom conference systems and VoIP Phone technologies
- Experience supporting Azure Cloud, Windows 10 workstations, Active Directory, Microsoft Office 365 and Windows File Permissions
- Ability to document work performed and resolutions in ticketing system
- Experience in database systems like MSSQL, MySQL
- Customer service-oriented and use techniques to best serve staff/clients
- Knowledge of current web and software development technologies and concepts
- Ability to analyze complex technology-related problems and make sound recommendations
- Experience with desktop operating systems including Microsoft, along with application support
- Working knowledge of a range of diagnostic utilities and questioning skills.
- A strong sense of urgency and timeliness, preparedness and organization with a readiness to meet deadlines
- Ability to manage competing deadlines and multiple projects at various stages of development using effective organizational skills and attention to detail
- Ability to exercise judgment and discretion in the execution of all duties and responsibilities
- Being able to travel to other areas of the state or country to conduct field work
- Highly organized, self-motivated and able to work independently to meet goals
- Demonstrated capacity to absorb and effectively respond to complex issues
- Able to juggle multiple high-pressure work-streams at once
- Strong commitment to CHIRLA’s mission of empowering low-income community groups
- Support CHIRLA’s fundraising goals including annual fundraising drive, GALA activities and film fundraising activities

To apply, send resume and cover letter to: jobs@chirla.org
Subject Line should read: Webmaster & IT Support Specialist