



CHIRLA
Coalition for Humane
Immigrant Rights

JOB POSTING

JOB TITLE: IT Support Specialist

SALARY RANGE: Commensurate at \$67,600 with experience

CHIRLA offers an excellent benefit package, which includes generous time off, health, dental, vision and 401K plan.

FLSA Classification: Exempt/Salaried, full-time, regular

COVID-19 considerations: Vaccine and/or weekly testing required

REPORTS TO: System & Network Manager

START: Immediately

LOCATION: Los Angeles, CA Headquarter Main Office

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 Systems & Network Manager and CHIRLA IT Team in keeping assets updated and working properly, assist in support tickets and long-term projects. Ideal Candidate will be fluent in English/Spanish and have Non-profit work experience.

PRINCIPAL RESPONSIBILITIES:

- Provide support with day-to-day IT/Support related operations.
- Maintain asset management system
- Provide technical assistance and support to staff with computer hardware & software technologies including phone, and videoconferencing
- 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 software by training users; interpreting instructions, and 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
- Maintain ticketing system and respond to support requests in a timely manner.

SKILLS AND QUALIFICATIONS:

- Associate's or Bachelor's Degree in Computer Science or related field or equivalent 3-5 years' work experience
- Must have knowledge and experience with Azure web Services
- 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
- Experience in database systems like MSSQL, and MySQL. And CMS systems like Drupal and WordPress
- Extensive application support experience
- Working knowledge of a range of diagnostic utilities and questioning skills
- 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
- Ability to have programming experience a plus
- Must have knowledge of basic computer hardware
- Must have strong attention to detail
- Familiarity with different CMS and Google Analytics (or similar) is a plus
- Must have knowledge of electronic media such as websites, e-newsletters, social media, & Web 2.0
- Ability to creatively find solutions to challenges and work independently without much supervision but feel comfortable asking for assistance
- Ability to anticipate, manage and resolve conflicts
- Team player with leadership skills, abilities and desire to interact with people at all levels
- Demonstrated dedication to work effectively with immigrants and other target groups
- Ability to work effectively with coalitions and community organizations and partners
- Must have own transportation, a valid Driver's License, and be able to travel independently between multiple work sites
- Strong commitment to CHIRLA's mission of empowering low-income community groups
- Support CHIRLA's fundraising goals including annual fundraising drive and GALA activities
- Experience with desktop operating systems including Microsoft, etc

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

Subject Line should read: IT Support Specialist