



Job Announcement

Desktop Support/Help Desk Technician

Northwest Justice Project (NJP) is a not-for-profit statewide law firm with a mission of **Combating Injustice • Strengthening Communities • Protecting Human Dignity**. NJP secures justice for people in or near poverty through high quality legal advocacy that promotes the long-term well-being of low-income individuals, families and communities through legal representation, community partnerships, education, and other advocacy.

NJP is currently seeking qualified candidates to fill a Desktop Support/Help Desk Technician position. NJP has approximately 340 staff working in 21 offices located throughout the state. The Desktop Support/Help Desk Technician position is based out of NJP's Seattle office, but a hybrid schedule may be possible with an approved telecommute agreement. Travel to other NJP offices may be required as necessary to fulfill the responsibilities of the position. This is a full-time position and reports to the IT Support Manager.

The successful candidate will be motivated, resourceful, creative, detail-oriented, and independent as well as able to work as part of a team. We are looking for someone with technical skills and a mindset eager to put to use in the service of social justice.

NJP requires all employees to be vaccinated and boosted against COVID-19. Providing proof of COVID-19 vaccine is a condition of employment. Exemptions based on medical and sincerely held religious beliefs may be requested per NJP's EEO employer policy.

RESPONSIBILITIES

The Desktop Support/Help Desk Technician duties include, but are not limited to:

- Providing Help Desk functions, e.g., answering staff questions in person, over the phone, through remote access, or over email to solve computer, phone, or printing problems.
- Assessing and repairing hardware issues.
- Assessing the problem with non-working software.
- Training/orienting all new employees to NJP technology.
- Create training documentation/presentations for staff about current technologies used at NJP.

- Preparing and/or assisting in staff training (technical documentation).
- Installing new hardware, software and upgrades to laptop and desktop computers.
- Managing day-to-day network administration, e.g., creating and deleting staff accounts, maintaining computer inventory and recommending technology changes, upgrades, efficiencies.
- Lifting and moving hardware as required to perform the duties of the computer specialist.
- Some travel to field offices throughout the state may be required.

NJP has an organizational commitment to fight racism and to incorporate equity and inclusion in both the work we do and work environment we create. All staff are expected to uphold this commitment and approach their role with a desire to learn and grow in this area.

QUALIFICATIONS

- Proficient in Office 2016 and Office 365 collaboration platform and tools
- Experience with Teams, especially Teams Phone and Meetings
- Windows 10 skills and account setup experience
- Experience with Adobe Acrobat and other common law firm applications
- Email, calendar, and Teams support for Apple and Android mobile devices
- Ability to provide diagnostic troubleshooting in person, through remote access, and over the phone
- General networking knowledge and experience with Windows networks
- Strong written and verbal communication skills
- Experience creating training documentation/directions
- Ability to work collaboratively with a diverse group of individuals
- Ability to multitask across multiple activities
- Patience working with those with varying technical skills, abilities, and perspectives
- Ability to work effectively in a team and cross-team environment

COMPENSATION:

Starting salary is based upon years of experience, with an annual salary range \$59,367 to \$92,490. This is a non-exempt position. We offer a comprehensive benefits package that includes 100% paid employee health premiums and significant premium shares for family health premiums, as well as generous time off.

Hours of work: NJP's typical hours are 9:00 – 5:00, Monday through Friday.

To Apply: Submit a letter of interest and current resume to resume@nwjustice.org.

Cover letter and email subject line should clearly reference "Desktop Support Help Desk Technician". Cover letter should include description of any experience, personal or

professional, with low-income or other marginalized communities or other connections to the mission of Northwest Justice Project. Northwest Justice Project is especially interested in qualified candidates whose professional, personal and/or service experience allow them to contribute to and support the legal aid community's commitment to race equity.

Application Deadline: September 22, 2023.

NJP is committed to a policy of equal opportunity and fosters an environment free of barriers and discriminatory practices. NJP actively promotes mutual respect, acceptance, teamwork and productivity. NJP is committed to maintaining an organization whose staff, Board and clients are diverse in background, experience, race, color, national origin, gender, age, religious reference, marital status, sexual orientation, gender identity, gender expression, sensory, mental or physical abilities, veteran status, and other qualities that strengthen the program while reinforcing its commitment to basic fairness. People of color, people who identify as transgender, lesbian, gay, or bisexual, and those with disabilities are strongly encouraged to apply. Individuals needing a reasonable accommodation for the application or interview process or for more information about the project should contact the Human Resources Department by calling (206) 464-1519 or emailing resume@nwjustice.org.