



Position: IT Technician

Reports to: IT Manager

Organization Overview:

NJ 211 is a nationally accredited, nonprofit organization that provides the public with front door access to nonprofit, government and faith-based services, as well as disaster response information. In times of personal crisis, we help to make the caring connection to over 3,000 agencies offering more than 10,000 programs and services. Our services are free, confidential and multilingual. We are open 24/7/365. People can contact us by dialing 211; texting their zip code to 898-211 or chatting online. Our database of over 10,000 programs and services is also accessible from our website. For more information, please visit www.nj211.org.

Position Overview:

The primary goal of the IT Technician is to ensure that the Community Resource Specialists experience little to no interruptions because of technical issues, and that any issues reported by the Contact Center are resolved as quickly as possible. They also work closely with each of the teams within NJ 211 to ensure each issue is thoroughly resolved and all services and components are in working order. The IT Technician aims to keep the technology of NJ 211 Partnership in good working order and accessible to the staff.

Responsibilities

- Serve as first point of contact for IT support within the organization
- Set up workstations with computers and necessary peripheral devices (headsets, docking stations, printers, etc.)
- Install, configure and maintain software and hardware components of computer, printers, headsets and network systems
- Perform troubleshooting to diagnose and resolve problems (repair, replace parts, etc.)
- Monitor and address Help Desk requests in a timely manner
- Ensure security and privacy of networks and computer systems
- Provide orientation and guidance to staff on how to operate new software Onboarding and deactivating staff with system access and distribution of equipment
- Train new users working remotely and ensure proper configuration and connectivity
- Support both remote and in-office staff whenever they encounter challenges with computers, routers and other network devices
- Maintain and update technical documentation regularly

Qualifications

- 1 – 3 years of experience working in IT or relevant position
- Degree or certification in Computer Science or relevant field preferred
- Knowledge of computer operating systems, hardware and software

- Excellent diagnostic and problem solving skills
- Attention to detail
- Excellent communication skills
- Ability to maintain high level of confidentiality

NJ 211 is a disaster response organization working in partnership with the state emergency operation center. This requires all staff to be available during times of emergency, to work beyond normal hours and/or flexible hours to meet needs.

Equal Employment Opportunity – M/F/Disability/Veteran