**Information Technology Support Specialist**

**Job Description**

**THE OPPORTUNITY**

Coming Clean is seeking an Information Technology Support Specialist to optimize the IT activities and systems for the organization. Top-level duties include administering and troubleshooting the organization’s information technology and systems; providing day-to-day support and problem-solving of IT issues for staff; maintaining the organization’s websites; keeping Coming Clean up-to-date on communications technology, program management tools, and other applications; and training staff on IT systems, programs, and hardware. The Information Technology Support Specialist is a well-rounded generalist, who is able to competently handle a wide variety of IT-related administrative tasks and issues. A person who is effective in this role will be adept at collaborating and communicating effectively with non-technical staff on technical issues, and able to troubleshoot and work constructively to resolve IT problems for staff while working remotely. The Information Technology Administrator will keep abreast of best practices in the field and aware of new systems that would be advantageous to the smooth and effective operating of Coming Clean, the Coming Clean network and programs.

The Information Technology Support Specialist will report to, and take direction from the Manager of Administration & Special Projects.

**PRIMARY ROLE & RESPONSIBILITY**

The Information Technology Support Specialist’s primary responsibility is to ensure the smooth running of Coming Clean’s information and communications technology and systems, to facilitate the efficient and effective operation of Coming Clean, the Coming Clean network and EJHA.

**RESPONSIBILITIES**

Hardware:

* Research, select and purchase new computers, tablets, printers, scanners, and other technology and equipment for Coming Clean and EJHA staff.
* Set up Admin/Security Systems, install core programs, and remote IT access (when permission is granted) on all Coming Clean-owned computers, tablets, and phones.
* Maintain asset management systems for organization-owned devices.
* Maintain server (currently QNAP) and document storage function in the Vermont office and oversee upgrade.
* Assist Manager of Administration in executing EJHA technology grant (hardware research, program installation, shipping).

Software, programs, and security:

* Perform regular installations and updates of software, or assist staff in doing so remotely.
* Develop tech/systems best practices re security, antivirus, and back-ups).
* Administer Google Suite (advanced control/registers), including setting up staff Gmail accounts.
* Manage Coming Clean’s TechSoup account.
* Identify new programs and applications that would enhance Coming Clean’s internal and network operations, systems and ability to collaborate.
* Identify new programs and applications that would advance campaign tactics and strategies, including mapping, design, and other programs.
* Mac OS, Windows OS

Training & Support:

* Train staff on hardware, software programs, tools, and apps as needed.
* Provide remote technical support for CC and EJHA staff as needed.
* Troubleshoot and resolve computer and other IT equipment problems and malfunctions, including problems with printers, scanners, telephone systems, and other technology.
* Troubleshoot and resolve issues with Google Suite, Microsoft Office, Zoom, and other technology applications.
* Provide IT support for large Zoom meetings and webinars.
* Lead IT set-up and contracting of vendors and run IT for large in-person meetings.

Websites:

* Work closely with Manager of Communications and Media to keep Coming Clean and EJHA websites up-to-date, including designing, creating, and deploying new pages and adding new content.
* Lead efforts to specify, improve, and implement the look, feel, and function websites.
* Serve as primary interface with in-house writers, website vendors and designers.
* Work closely with Manager of Communications and Media to troubleshoot and resolve problems with Coming Clean and EJHA social media accounts.
* Manage domain registrations.

Member Website & Database:

* Provide general tech support to the [groups.io](http://groups.io) Member site, to include assisting members with logging in and navigating the site.
* Host periodic site training sessions for members and update training materials as needed.
* Research and assist with the selection of an appropriate web-based platform for member database.

**GENERAL RESPONSIBILITIES & EXPECTATIONS**

* Participate fully in Coming Clean’s staff team (including staff meetings and calls, joint planning and work tracking, organization-wide events, intra-staff communications, thinking creatively about how to advance Coming Clean’s mission, etc.).
* Communicate clearly and reliably as needed via phone, video conference, email, and in person with Coming Clean members, allies, staff, and consultants; pro-actively and constructively raising up challenges and pursuing solutions; and being accountable for achieving task deadlines (or modifying those deadlines with adequate notice if necessary).
* Exhibit professional, courteous behavior; polite persistence; problem-solving skills for routine tasks as well as in urgent situations; promotion of Coming Clean program goals and principles; furtherance of our strategic partnership with EJHA; and alignment with Coming Clean’s mission, goals and objectives.
* Ably represent Coming Clean at virtual and in-person gatherings.
* Understand and adhere to the Coming Clean Principles, the Principles of Environmental Justice, the Jemez Principles for Democratic Organizing, and the Louisville Charter.

**QUALIFICATIONS**

* 1-2 years of prior experience in a similar role (either work or volunteer)
* Solid working knowledge of relevant applications, programs, operating systems, software, and hardware.
* Excellent problem-solving and critical thinking skills
* Ability to manage disruptions and unexpected complications without difficulty
* Keen attention to detail
* Good organization, time management and prioritization
* Efficient and effective troubleshooting abilities
* Effective communication skills, including speaking, writing, and active listening, especially when dealing with the non-technical staff and other end-users
* Great customer service and interpersonal skills
* Ability to travel periodically
* Knowledge of basic HTML and experience with website CMS (web development coding experience desirable)
* Graphic design experience desirable
* Passion for the issues and work of Coming Clean and EJHA
* Willing to provide support after hours and accommodate colleagues working in different time zones

**Preferred Location:**

This is a remote position within the United States. The ideal candidate is located in Austin, TX.

**Salary Range & Benefits:**

Information Technology Support Specialist is a full-time position. The salary range for this position is between $45,000 to $50,000 annually. Salary is commensurate with experience. Benefits include a retirement program, health insurance reimbursement arrangement, life insurance, disability insurance, vacation, and unplanned leave.

**Application Process and Timeline:**

The application period will remain open until the position is filled.

Please submit the following materials by email to hiring@comingcleaninc.org:

* Cover letter, telling us who you are and why you are interested in and qualified for this position
* Resume or CV (include relevant volunteer experience as well as paid work)

Please note that incomplete applications missing required materials will not be considered.

Please send your materials only to hiring@comingcleaninc.org; please do not send your application materials directly to any staff member.