



Job Posting

Become a key part of an exciting team that provides vital on-site health, education, and employment services to 14,000 children, families, and seniors living in low-income neighborhoods. Our goal is to keep family members employed, children in school, and seniors active. To learn more about Project Access, please visit <https://www.project-access.org> and <https://www.facebook.com/ProjectAccessOrg/>.

Position Summary: As the Computer Technician, you are responsible for the initial setup, technical support and ongoing maintenance of nearly 200 computers in over 60 computer labs located in California.

This is a part-time, 20 hours a week position, with shifts scheduled Monday-Friday (flexibility whether mornings or afternoons), and reports to the Chief Financial Officer. This position offers pro-rated Paid Time Off and Holidays, and the ability to participate in a 401(k) plan with 4% match after completing a one year period of service. **This position is located at the Project Access corporate office in Orange.**

To apply for this enriching opportunity, please email your cover letter and resume to humanresources@project-access.org with the word "Computer" in the subject line. Only submissions which include a cover letter that summarize how your experience is a fit to the position as well as why you are looking for part-time employment, versus full-time will be considered.

Position Responsibilities:

Initial Computer Lab Setup and Ongoing Maintenance

- Purchase technology items that meet standards as new centers are opened or as faulty equipment needs replacement
- Install and configure hardware and software in computer labs
- Install and configure computer networks to maintain network and internet services
- Ensure that all computers are secured effectively by installing and updating antivirus software
- Upgrade software and apply updates as needed
- Run diagnostics to test computers and peripherals to ensure they are working appropriately

Technical Support

- Identify, diagnose and correct problems associated with computer hardware, software and peripheral equipment
- Install and use remote monitoring software to run diagnostics and troubleshoot hardware and software problems
- Maintain and repair technology equipment such as routers and printers and keep records of repairs and fixes for future reference
- Contract with outside IT vendors for issues that require additional resources or remote location support
- Manage IT contractors to resolve lab equipment issues and staff computer issues, coordinating with Service Coordinators at center, confirming that issue is resolved, verifying hours worked and signing off on invoices
- Maintain a list of approved IT contractors for each locale – and qualify new ones as needed as we expand into new areas or as IT contractors need to be replaced
- Utilize a tracking system to track issues and document resolutions

Administration and Training

- Manage IT budget that is established for technology acquisitions, updates and repairs
- Maintain lab technology inventory spreadsheet by keeping an accurate record of all computers, monitors, licenses, printers, network, cameras and other peripherals
- Process old staff and lab equipment for disposal – confirming disposal, removing from inventory, notifying accounting and arranging for physical disposal
- Lead the Technology Committee to set standards for computers and address technology issues for the organization
- Stay current with technology options and issues
- Provide staff training on new systems, enhancements or capabilities
- Create an FAQ for staff to provide easy access to questions and answers related to the computer labs, technology and processes

Requirements/Qualifications:

- A minimum of 2 years of experience installing, configuring, troubleshooting and supporting computer equipment and software in a laboratory or business environment
- Experience with desktop and laptop computers, Windows operating systems, and Microsoft Office
- Demonstrated understanding of TCP/IP networking and network connectivity issues
- Demonstrated knowledge in use of tools utilized to maintain a computer lab such as diagnostic tools, remote monitoring tools, and problem tracking software
- Strong analytical skills to be able to solve technical issues
- Strong communication skills with ability to listen to issues and to explain problems and solutions in a clear and understandable way
- Comfortable working as a self-starter with demonstrated initiative and flexibility
- Exceptional organization and time management skills
- Ability to handle multiple projects simultaneously, to prioritize effectively, and to adjust workload based on changing priorities
- Valid CA Driver's License, clean driving record, and current automobile insurance
- The physical activity of this position will include minimal lifting or moving of computer equipment

The above list of job duties is not exclusive or exhaustive and the job holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the position.

Equal Opportunity

Project Access, Inc. is an at-will and equal opportunity employer and seeks to employ and assign the best qualified personnel in a manner that does not discriminate based on race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status or any other status or characteristic protected by law.