



**Job Posting
Computer Technician
Orange, CA**

Join the Project Access team and create impact in the lives of our residents. Hear from them and how their lives have changed: www.project-access.org/success-stories/

Project Access provides programs and services to over 22,500 children, families, and seniors living in affordable housing communities across the country. This is an exciting opportunity to join a growing nonprofit organization using placed-based resident services to support families at the nexus of an affordable housing crisis, social services, and equity.

POSITION SUMMARY: As the **Computer Technician**, you are responsible for the inventory and user management along with ongoing technical support/maintenance of 200+ computers in over 90 Project Access Resource Centers in 16 states (and growing) across the country. This position reports to the Director of Technology and is suited for someone who excels in providing excellent customer service and managing a variety of duties.

DETAILS:

Hourly wage range: \$25.00 to \$26.50

Work schedule: This is full-time, non-exempt position with a work schedule Monday through Friday, 9am to 6pm.

Location: Corporate office, 2100 W Orangewood Ave Ste 230, Orange, CA 92868. Hybrid work.

Travel: Occasional visits to local resource centers in Orange County.

Benefits offered: Project Access pays 100% of the employee's medical, dental, group life insurance, and EAP premiums; provides Paid Time Off, 13 paid Holidays, and a Safe Harbor 401(k) with a 4% match. Vision and Voluntary Life Insurance is available at employee cost.

TO APPLY for this enriching opportunity please email your cover letter and resume to humanresources@project-access.org with "Computer Tech" entered in the subject line. Your cover letter is to summarize how your interest and qualifications meet the position requirements.

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
- In-person technical support at local resource centers
- Deploy workstations, laptops and peripherals from the Corporate Office

Technical Support

- Identify, diagnose, and correct problems associated with hardware and software
- 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
- Work with Developer IT to resolve resident lab equipment issues
- Coordinate with MSP to ensure resolution to staff related equipment issues

- 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 (in SmartSheet) 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
- Stay current with technology options and issues
- Provide staff training on new systems, enhancements, or capabilities
- Create manuals for staff for easy access to instructions related to technology and IT processes
- Various account management including internet, external IT support, Ring, etc.

QUALIFICATIONS (Education, Experience, Skills, Credentials):

Education

- AA in Information Technology and/or applicable certification

Experience

- Minimum of two (2) years of IT Service Desk experience - installing, configuring, troubleshooting, and supporting computer hardware and software in a laboratory or business environment.
- Experience with office space set up, including hardware relocation, cable management and network setup
- Experience with detailed inventory and IT vendor management
- Minimum of one (1) year of experience in SmartSheet preferred

Skills

- Strong communication skills with ability to listen to issues and to explain problems and solutions in a clear and understandable way
- 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
- Comfortable working as a self-starter with demonstrated initiative and flexibility
- Strong time management, administrative and organizational skills.
- Strong communicator; high level of verbal, written, and listening skills
- Ability to handle multiple projects simultaneously, to prioritize effectively, and to adjust workload based on changing priorities
- Extensive knowledge on workstations – ability to take apart a desktop / laptop unit to run hardware diagnostics and parts replacements
- Proficiency and in-depth knowledge in Microsoft 365 environments including SharePoint, OneDrive, Office Applications, and Teams.

Credentials/Certifications

- Valid CA Driver's License, clean driving record, and current automobile insurance.
- Successful completion of background check

Physical Job Requirements

- The physical activity of this position includes sitting for long periods of time, bending, walking, kneeling, reaching, and step climbing. Able to lift up to 40 pounds.

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

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.

Project Access participates in E-Verify