



POSITION TITLE: IT Specialist

REPORTS TO: President

SCHEDULE: Part-time (25 hours/week) **Remote/Online/Work from Home**

ABOUT THE ORGANIZATION: Founded in 2005, Housing Options & Planning Enterprises, Inc. (H.O.P.E.) is a non-profit organization providing the community with comprehensive housing counseling and financial literacy, helping individuals and households acquire the housing that meets their needs.

Our services foster self-sufficiency, sustainable housing, and economic development.

POSITION OVERVIEW: A successful IT Specialist must have a thorough knowledge of computer software and hardware and a variety of internet applications, networks and operating systems. This candidate will also have great troubleshooting abilities and attention to detail. The IT Specialist oversees setting up, managing and troubleshooting the technology systems that is used to maintain the organization network. Their duties include responding to hardware problems, updating system software and tracking the data and communications used on the network.

RESPONSIBILITIES:

- Review diagnostics and assess the functionality and efficiency of systems
- Implement security measures
- Monitor security certificates and company compliance of requirements
- Offer technical support to staff and troubleshoot computer problems
- Install and update company software and hardware as needed
- Anticipate and report the cost of replacing or updating computer items
- Installs, maintains and repairs products such as equipment, integrated systems and subsystems, and software at the client and/or field locations.
- Provides technical assistance, performs preventative maintenance, troubleshoots equipment for malfunctions to eliminate problem in minimum time.
- Setting up workstations with computers and necessary peripheral devices
- Checking computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
- Installing and configuring appropriate software and functions according to specifications
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Check computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
- Install and configure appropriate software and functions according to specifications
- Develop and maintain local networks in ways that optimize performance
- Ensure security and privacy of networks and computer systems
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Organize and schedule upgrades and maintenance without deterring others from completing their work



- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain records/logs of repairs and fixes and maintenance schedule
- Identify computer or network equipment shortages and place orders

REQUIRED QUALIFICATIONS:

Ideal candidate must:

- Degree in Computer Science, engineering or relevant field
- Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional) Working knowledge of relevant operating systems, software and programming
- Proven experience as IT Technician or relevant position
- Excellent diagnostic and problem solving skills
- Excellent communication ability
- Outstanding organizational and time-management skills
- In depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles
- Excellent problem-solving and critical thinking skills
- Keen attention to detail
- Good organization, time management and prioritization
- Efficient troubleshooting abilities
- Effective communication skills, including speaking, writing and active listening
- Great customer service and interpersonal skills

APPLICATION PROCEDURES: Send cover letter, resume, a brief writing sample and salary requirements to opportunities@hopefinancial.org with "IT Specialist, Last Name, First initial" in the subject line. No phone calls, please.

APPLICATION DEADLINE: This application has a rolling deadline. Based on the volume of applications received, this job posting may be removed.

SALARY: Commensurate with experience and skills.

On-the-job training may be required or preferred for candidates working with proprietary equipment or unique IT needs.

H.O.P.E. is an Equal Opportunity Employer and does not discriminate because of age, race, gender, religion, national origin, marital status, sexual orientation, gender identity, or disability.