



IT Associate JOB DESCRIPTION

Position: IT Associate

Reports to: Director of Operations

Schedule: Part-time, 20 hours/week, flexible hours

Summary/Description: The IT Associate is responsible for supporting Red Hook Initiative's technology equipment and services, including daily, on-demand IT support for all staff. The IT Associate serves as a primary RHI liaison with external vendors providing technology services to RHI.

Responsibilities: The responsibilities of the IT Associate include but are not limited to:

- Provide routine IT support for RHI staff, such as creating and modifying users, resetting passwords, connecting to printers, and offering guidance on basic computer techniques and skills.
- Troubleshoot equipment and/or internet failures as needed.
- Support/Train staff to learn basic troubleshooting skills themselves and develop a culture of technological confidence and independence.
- Oversee RHI's password management system and work to improve staff adoption.
- Orient new staff to their equipment and introduce them to RHI's IT systems.
- Manage RHI technology equipment. This includes inventory, upkeep and updates as designated by the Director of Operations.
- Develop and manage an in-house ticketing system.
- Serve as liaison/first point of contact to RHI's contract IT vendor, Nonprofit Solutions Network. Engage additional outside IT support when needed.
- Collaborate with RHI's Digital Stewards team on technology projects as appropriate on trainings, workshops or seminars.
- Collaborate with the Red Hook WIFI Project Manager as appropriate to support the expansion of the free wireless network in Red Hook.
- Work with Operations team to identify areas where technology systems could be made more efficient and implement solutions.
- Take on other tech projects as needed.

Skills, Knowledge, and Abilities:

- Strong computing skills
- Strong customer/client service orientation
- Strong project management and organizational skills
- Detail oriented

- Ability to create and manage external relationships
- Patience for new learners
- Ability to keep accurate records and statistics
- Willingness to collaborate on projects and work with a team

Experience and Qualifications:

- High School Diploma or HSE
- Some form of computer science training/courses preferred
- A+ or Net+ Certifications or similar, or equivalent experience
- Customer relations
- Knowledge of Red Hook community and RHI mission and vision (resident preferred)