

Position: Operations & IT Specialist

Reports To: Operations & Information Technology Manager

Position Summary: The role of the Operations & IT Specialist is to support and steward facility and information technology systems to ensure the organization operates effectively and efficiently in a hybrid remote work-onsite office environment. This individual plays a significant role in managing our employee satisfaction with our information technology and property maintenance including: computer/device troubleshooting, administering Office 365 and other cloud services, software updates, IT vendor support, and general repairs, capital improvements, and ongoing maintenance of physical spaces.

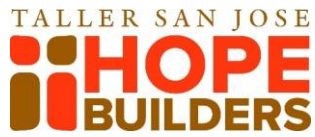
KEY RESPONSIBILITIES:

Information Technology

- Work with the Operations and Information Technology Manager to proactively ensure efficient daily operations of Hope Builders' IT infrastructure and properties; Coordinate necessary resources and troubleshoot property issues as they arise; Make recommendations for improvements to processes, vendors, and equipment
- Provide basic support for Office 365 platform administration and application troubleshooting in an MS Teams remote work environment
- Monitor Help Desk ticket system and resolve issues
- Serve as the key on-site support staff to provide basic IT assistance; Maintain computer labs for student training and testing; Troubleshoot software and hardware issues includes: installing, updating, removing, and replacing software
- Effectively manage and engage outside vendors to ensure efficient daily operations at all facilities
- Coordinate IT vendors to maintain all IT cloud services, software, servers, networks, and equipment; Provide first level support services to users
- Coordinate furniture and office setup needs for both new hires and existing operations; Set-up desktop/laptop/Chromebook computers, printers, and phones
- Maintain records and plans for maintenance, equipment, and supply inventories
- Research options for purchase and maintenance of resources and make recommendations for purchases
- Train staff, interns, and students on the proper use of computers, software and property
- Conduct disaster planning and workplace safety presentations to new staff and interns

Qualifications:

- Must have excellent computer skills (MS Teams, Word, Excel, Outlook)
- Experience working with Office365 administration functions



- Experience with both remote work and onsite work computer software and hardware setup for Windows laptops, Chromebooks, Windows desktop workstations and Windows network required; knowledge of G-Suite and Schoology a plus
- Property management experience a plus
- Highly self-motivated with excellent time management and people skills
- Good organizational skills and the ability to manage multiple projects simultaneously
- Must have a valid CA Driver's License, reliable transportation to utilize in the daily mail runs, and meet state required automobile insurance minimums
- Minimum two (2) year experience in the IT field or similar position
- Bachelor's degree in information technology, computer science, or similar subject

ADDITIONAL REQUIREMENTS:

Physical Requirements

- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day.

Mental Requirements

- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

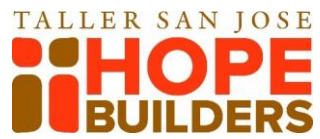
Essential Values-Based, Leadership and Management Competencies

- Demonstrates competencies in line with the core values that are the foundation of all activities performed by employees in order to achieve the mission of Hope Builders. Hope Builders is a sponsored ministry of the Sisters of St. Joseph of Orange.

Compensation and Benefits

Salary range related to experience. For regular full-time employees, full medical, dental, and vision benefits are offered. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week with rare weekends and evening work.

This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.



This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Taller San Jose may be terminated at will by the employee or Taller San Jose at any time with or without cause and with or without notice.

HOW TO APPLY:

Please submit resume and any additional documents to HR@tsjhopebuilders.org.