



Job Title: Information Systems & Security Technician
Division: IT & Administration
Reports To: VP, Finance & Administration
FLSA Status: Non-Exempt, Part-Time (30 hours/week)
Salary Range: \$18.94 - \$32.00 per hour (DOE)
Excellent Benefits Package Available

Summary: Under guidance of department head, ensures systems and programs are maintained, in addition to providing help desk support.

Essential Duties and Responsibilities include the following (other duties may be assigned):

Computers:

- Performs PC maintenance & upgrades
- Under guidance of the Senior IT/ISS Administrator, installs and maintains software/hardware.
- In conjunction with Senior IT/ISS Administrator, troubleshoots LAN/WAN issues.
- Maintains Chameleon/SQL Database Administration
- Provides training and problem solving for all employees.
- Provides help desk support.

Phones:

- Troubleshoots problems with the phone system.
- Maintains and distributes phone list on a monthly basis.

Other Duties:

- Programs and troubleshoots miscellaneous electronic devices.
- Troubleshoots printers and copy machines.
- Assists with on-boards and trains new employees with all aspects of IT and phone systems
- Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associates Degree in Computer Science or similar field is required; or 1-3 years of related experience and/or training in computers, phones and security systems; or



equivalent combination of education and experience. Bachelor's degree in Information Systems or Computer Science is a plus.

- Knowledge of Windows environment.
- Proficient knowledge MS Office applications.
- Upon hire, must complete and pass a background check.
- Possess a valid CA Drivers License, with a good driving record to be insured with our insurance.
- Good communication skills, verbal and written. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write, read and comprehend simple instructions, correspondence, and memos accurately.
- Ability to accurately add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to handle multiple projects and work independently is a must.
- Excellent problem-solving and organizational skills.
- Superior customer service skills and proven ability to communicate technical information effectively with individuals whom have varying degrees of computer competency.
- Knowledge of Ring Central phone systems and voicemail.
- Interest in and understanding of the non-profit industry is a plus.
- Highly motivated toward the welfare and treatment of all animals is a plus.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable



accommodations may be made to enable individuals with disabilities to perform the essential functions. They include but are not limited to the following: able to lift and/or move up to 50 pounds; stand or sit for extended periods of time; reach to an arm's length; use hands and fingers to handle or feel, and talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The majority of the work performed is in an office setting and noise level is usually moderate to loud. Occasionally exposed to outside weather conditions. May be exposed to zoonotic diseases. Receives day-to-day tasks from Senior IT Systems Administrator. When necessary, will be on-call and work on weekends.

EOE/M/F/D/V/SO