



Information & Technology Support Tech

Team: Information & Technology	Salary Range: \$24 - \$28/hour
Reports to: Director of IT	Exempt (Y/N): No
Position <input type="checkbox"/> Permanent <input checked="" type="checkbox"/> Temporary Ending date: September 29, 2025	

About the National Indigenous Women’s Resource Center:

The National Indigenous Women’s Resource Center, Inc. (NIWRC) is a Native-led nonprofit organization dedicated to ending violence against Native women and children. NIWRC provides national leadership in ending gender-based violence in Tribal communities by lifting up the collective voices of grassroots advocates and offering culturally grounded resources, technical assistance and training, and policy development to strengthen Tribal sovereignty.

Our mission is to provide national leadership to end violence against American Indian, Alaska Native, and Native Hawaiian women by supporting culturally grounded, grassroots advocacy.

We are an equal-opportunity employer. American Indians, Alaska Natives, and Native Hawaiians are encouraged to apply.

Job Duties:

The Information & Technology Support Tech provides general support to the organization by organizing, monitoring, and maintaining the various applications and systems used to communicate, collaborate, and store work information. This position will focus on documentation development, controls, and training of processes and procedures to strengthen the support functions of the organization. The Support Tech provides support on organization-wide systems used by all staff. This is a temporary position that will end in September 2025.

Supervisory Responsibilities: None

Minimum Qualifications/Requirements:

- Bachelor’s Degree preferred, AS degree in Computer Science or Management Information Systems, Business Administration or related field.

- Minimum of 2 years of technology use/writing experience or a combination of education and experience.
- Must possess superior organizational and usage skills and manage multiple projects simultaneously.
- Able to read and analyze simple documents, such as correspondence, instructions, reports, and manuals.
- Must be comfortable writing from a technical perspective and demonstrate proficiency in PDF, Excel, Word, and database software/programs.
- Must exhibit the technology skills essential to create documents, manage virtual files, electronic storage & retrieval, and retrieve content from various data stores.
- Must understand and be able to navigate cloud-based systems and platforms.
- Must possess excellent communication skills, both written and oral.

Duties:

- Maintain a working knowledge of all appropriate software platforms and applications.
- Provides training and technical support to staff on new and existing procedures.
- Make recommendations to their supervisor of improvements/additions to processes and procedures and develop processes and procedures based on user feedback.
- Identify, analyze, review, and document key processes and procedures.
- Maintain a paperless document management environment and organization and provide training in our document filing system.

Work Habits:

- Collaborative
- Reliable and self-directed
- Respectful to supervisor and coworkers
- Excellent communicator and listener
- Service-oriented
- Honest
- Supportive of organizational mission and goals
- Competent
- Inspiring

Approved by Executive Director: _____ **Date** _____

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Employee Signature: _____ **Date** _____