



Job Title: IT Assistant

Functional Department: Information Technology

Job Reports To: Director of Information & Technology

Wage Range: \$16 - \$20/hour, depending on experience

Exempt Non-Exempt

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 Description:

The National Indigenous Women's Resource Center is looking to hire an IT Assistant to join our Support Team. This position will support the work of our teams by coordinating and fulfilling information requests with respective deliverables.

The IT Assistant position installs, modifies, updates and makes minor repairs to personnel computer hardware and software systems, and provides technical support to staff. Provides support with virtual and onsite trainings. Occasional travel will be required. Assist with website development work and other IT related components of Support team projects.

Minimum Requirements:

- Education – A minimum of a high school diploma (with 5 years experience with demonstrated knowledge in information technology, computer programming and project management); or Bachelor's degree in computer science, information management, data analytics, or a similar field.
- Experience – A minimum of 3 years experience providing technical support or ability to demonstrate application of technical knowledge by presenting a completed project.

- Basic knowledge of infrastructure, computer operating systems (Windows, Mac OS, IOS, Linux, BSD), web technologies (html, php, css, databases: Airtable. etc.), meeting and collaboration platforms (GTM, GTW, Zoom, Slack, Around, etc.), and software applications like MS Office, Google Suite, etc.
- Able and willing to quickly learn and adapt information in a fast paced project-based environment.

Duties:

- Provides technical support to staff.
- Provide support during training events (virtual and onsite).
- Support with the maintenance of equipment and operations of services.
- Assist with website development projects and other IT related components of Support team projects
- Assist with accessibility compliance.
- Assist with compiling analytics reports for organization's communications channels (ex. social media, website, and email campaign system).

Work Habits:

- Collaborative
- Reliable
- Respectful
- Excellent communicator
- Customer service oriented
- Honest
- Forward looking
- Competent
- Inspiring
- Must be a detail-oriented person who is very meticulous about their work.
-

Signature: _____ **Date** _____

Approved by: _____ **Date** _____

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