

## TECHNOLOGY SUPPORT SPECIALIST

### Legal Aid Justice Center

### Falls Church or Richmond

#### About the Legal Aid Justice Center

The Legal Aid Justice Center is a nationally recognized nonprofit organization that partners with communities and clients to achieve justice by dismantling the systems that create and perpetuate poverty. Justice means racial justice, economic justice, and social justice.

From its offices in Charlottesville, Richmond, Petersburg, and Falls Church, LAJC is a fierce advocate for low-income clients and communities in Virginia. Just in the past year, we permanently repealed Virginia's driver's license suspension for court debt scheme, secured an injunction slashing the number of immigrants detained by ICE at the largest detention center in the Mid-Atlantic and passed a law giving Virginia oversight authority, won the nation's first COVID-specific, statewide, and enforceable workplace safety standards, passed legislation enabling communities to set up civilian oversight for law enforcement, and decriminalized school-based disorderly conduct, which was a leading contributor to the school-to-prison pipeline, especially for Black students.

Founded in 1967, LAJC provides services under four key program areas: Civil Rights & Racial Justice, Economic Justice, Youth Justice, and Immigrant Advocacy. LAJC boldly tackles issues of systemic injustice and aims to raise public and policymaker awareness of some of the most pressing challenges facing low-income Virginia residents. For more information, visit [www.justice4all.org](http://www.justice4all.org).

#### About the Position

Legal Aid Justice Center seeks a Technology Support Specialist to provide hardware and software support for staff across four office locations, as well as future office locations. Common support needs include installation, configuration, consultation, troubleshooting, and training. The Technology Support Specialist will be responsible for diagnosing, researching, and resolving routine issues in a timely manner through established protocols and troubleshooting; escalating, as necessary. This position reports to the Director of Information Technology and is critical to organizational productivity.

#### Job Duties

- Provide technical support to staff for a variety of hardware and software systems, including mobile devices and cloud-based services
- Utilize and maintain knowledge bases to document FAQs, resolutions, and best practices
- Communicate and translate technical information to non-technical staff; maintain communication and monitor incidents through resolution
- Train staff on devices and technologies that support their work and productivity
- Install and configure software on new or existing devices, in accordance with standard procedures
- Manage licensing processes, account directories, and onboarding and offboarding procedures
- Set up new equipment and devices; set up and maintain workstations; provide appropriate access to applications, systems, and data
- Assist in the tracking of hardware and software inventory

- Review and evaluate computer hardware and software
- Assist and interact with hardware and software vendors
- May monitor infrastructure issues and resolve or escalate to higher levels of support

**Required Qualifications**

- Strong commitment to social, economic, and racial justice
- Associate degree in Computer Science or related field
- Understanding of IT and practical applications to support LAJC goals
- Understanding of computer systems, databases, cloud-based storage systems, and telecommunications systems
- Proficient in Microsoft Office Suite and related software
- Ability to communicate complex or technical information to diverse audiences
- Excellent organizational skills and attention to detail
- Excellent problem-solving and troubleshooting skills
- Ability to work and communicate effectively across lines of identity and difference
- Alignment with LAJC’s mission of partnering with and advocating in low-wealth communities and communities of color

**Preferred Qualifications**

- At least 1 year of applied experience providing technical support in a business, university, or non-profit setting
- Familiarity with SharePoint and Microsoft Office Suite applications
- Familiarity with Salesforce
- Proficient in Windows, iOS, MacOS, and Android devices

**Location**

This role will be based in our Falls Church or Richmond office. Occasional travel between offices will be required.

**Application Deadline**

May 20, 2022. We accept applications on a rolling basis and encourage candidates to apply as soon as possible.

**Salary**

Salary range is \$72,800 to \$89,600 in Falls Church and \$65,000 to \$80,000 in Richmond based on years of relevant experience and LAJC’s formal salary scale.

**Benefits**

Our mission is compelling, and our team members are passionate about their work, and so we recognize the need to provide generous benefits and encourage rest and a healthy work environment. For example, we provide:

- Generous paid time off every year, including 3 to 6 weeks of vacation, 12 days of health leave, 6 weeks parental leave, and 14 holidays (not including bonus holidays/rest days allocated as needed)
- 100% employer paid health, dental, and vision insurance, plus excellent family insurance with annual max of \$2,400 premium contribution to LAJC-sponsored health plan
- 403(b) retirement plan with 4% employer contribution (no required match)
- Strong commitment to professional development
- Relocation package

**Application Instructions**

Email a resume to Chris Florez at [hire@justice4all.org](mailto:hire@justice4all.org). If you’re able, please submit your application as a single PDF titled “[date submitted in yyyy.mm.dd format][last name][first name][position sought].” Please include “Technology Support Specialist” in the email subject.

*The Legal Aid Justice Center is an equal opportunity employer, committed to inclusive hiring and dedicated to diversity in our work and staff. We strongly encourage candidates of all identities, experiences, and communities to apply. The Legal Aid Justice Center is committed to strengthening the voices of our low-income clients, working in collaboration with community partners, and rooting out the inequities that keep people in poverty. We strive to take on the issues that have broad impact on our client communities and to be responsive to client input. Recognizing the particular impact of racism on our clients and staff, we devote special attention to dismantling racial injustice. All applicants must be dedicated to working in and sustaining an environment that enables staff and clients to feel empowered, valued, respected, and safe. In reviewing applications, we look for evidence that applicants have experience and/or thoughtfulness in working with traditionally marginalized populations.*