INFORMATION TECHNOLOGY ASSOCIATE

Wenatchee or Granger, WA
Full-time, non-exempt (35 hours/week)
https://nwirp.org/join/jobs-internships/

About Northwest Immigrant Rights Project:
Founded in 1984, Northwest Immigrant Rights Project (NWIRP) is a nationally-recognized legal services organization on the front lines of defending and advancing the rights of immigrants. Each year, NWIRP provides direct legal representation and assistance in immigration matters to thousands of people with low incomes who come from over 150 countries and speak over 60 different languages. NWIRP challenges unjust policies through high-impact lawsuits and advocates for laws and policies that respect the rights of immigrants. NWIRP is also a trusted provider of immigration-related community education for immigrant communities and social service providers. NWIRP has a staff of over 130 and an annual budget of over $15 million. NWIRP serves the community through four offices in Washington State (Granger, Seattle, Tacoma, and Wenatchee), but the impact of our work is felt nationwide.

NWIRP’s Granger Office is located in Granger, WA, a city of over 3,000 people located in a rural area 25 miles southeast of Yakima. The office serves clients across Central and Southeastern Washington. The office has thirteen staff and serves a client base consisting largely of farmworkers and their families. NWIRP’s Granger office is housed within a community center which includes a public Spanish language radio station and medical and financial services for the farmworkers and their families.

NWIRP’s Wenatchee Office is located in Wenatchee, WA, a city of approximately 35,000 people, located in the heart of Washington State and at the confluence of the Columbia and Wenatchee Rivers. With its scenic orchards and growing wine industry, Wenatchee also boasts easy access to rivers, lakes, hiking trails, and a downhill ski resort. The office has sixteen staff and serves clients from Central and Northeastern Washington. Like Granger, its client base consists largely of farmworkers and their families.

SUMMARY:
Northwest Immigrant Rights Project (NWIRP) seeks a mission-driven, detail-focused, and tech-savvy individual to join the organization as a full-time Information Technology Associate (ITA).

If you are the successful information technology associate candidate, you will work closely with the operations director, information technology manager, office managers, the professional development and resources attorney, outside vendors, and the entire NWIRP team to ensure NWIRP’s information technology infrastructure and systems function effectively and efficiently. In doing so, you provide in-person support to all NWIRP staff and volunteers across all legal units in the Granger and Wenatchee offices as well as remote support for our Seattle and Tacoma offices. Ideally, you are a highly skilled interpersonal communicator with a deep appreciation for and sensitivity to people from various backgrounds.

In addition to day-to-day information technology troubleshooting and maintenance, you will track utilization, assess future needs, and set long-term improvement goals. You must be able to handle a fast-paced, dynamic work environment. Qualified applicants fluent in English and another language are preferred.

Your anticipated work hours are Monday – Friday, 9 am – 5 pm, with a 30 – 60 minute unpaid lunch, but you may need to schedule occasional IT upgrades outside these hours. Under NWIRP’s current COVID policies, new staff members must provide proof of COVID-19 vaccination (unless eligible for an exemption). They must wear a face
mask while in all common areas at the job location. At the time of this posting, NWIRP staff is operating mostly in hybrid and in-person work models. The new information technology associate is expected to have at least a hybrid work model to provide in-person IT support at our Granger and Wenatchee offices for a minimum of two days a week. A minimum two-year commitment to the positions is preferred. To accommodate travel between the two offices, you need to maintain an active driver's license.

**BENEFITS AND COMPENSATION:**

Effective January 1, 2023 beginning annual salary is $64,281.53 ($35.32 per hour), and compensation is higher depending on years of directly relevant experience. For example, if you have 10 years of directly relevant experience, the annual compensation would be $75314.75 ($41.38 per hour); for 20 years, $86023.10 ($47.27 per hour).

NWIRP is proud to be a unionized employer, and NWIRP’s Collective Bargaining Agreement covers this full-time position. NWIRP offers a generous benefits package, including:

- Fully paid health, vision & dental plans for employee-level coverage with employer-funded HRA and HSA options
- FSA and Dependent Care accounts
- 3% in employer retirement contributions
- Generous paid health-related leave and vacation (16 days during your first year)
- 12 weeks of paid parental leave after 6 months of employment, plus the ability to extend with state-paid leave
- 14 paid Holidays with the ability to float 5 holidays
- Subsidized transit pass if based out of Seattle
- Employer-paid disability/life/AD&D coverage; Long-term care insurance
- 4 weeks of paid sabbatical after every five years of employment at NWIRP
- Eligibility to earn compensatory time
- Opportunities for paid professional development
- Relocation bonus and reimbursement for eligible new employees, per NWIRP’s CBA

**COMMITMENT TO INCLUSIVITY, EQUITY, AND REPRESENTATION:**

Northwest Immigrant Rights Project is an equal opportunity employer committed to having a diverse staff, board, and volunteer base reflective of the communities we serve. That enhances our ability to create a vibrant environment where all members of the NWIRP community thrive. We strongly encourage applications from individuals who identify as Black, Indigenous, People of Color (BIPOC), immigrants (including people who were formerly detained, undocumented, or who have navigated the immigration legal system), women, people living with disabilities, members of the LGBTQ+ community, and individuals with diverse cultural backgrounds and language abilities.

NWIRP is committed to providing a work environment free from discrimination and harassment. NWIRP does not discriminate on the basis of class, race, color, sex, marital status, sexual orientation, gender identity, veteran status, political ideology, age, creed, religion, ancestry, national origin, or the presence of any sensory, mental, or physical disability. Excepting any undue hardship, NWIRP will provide reasonable accommodations upon request for candidates taking part in all aspects of the selection process. Please contact HR@nwirp.org.

**RESPONSIBILITIES (across all four offices in Granger, Seattle, Tacoma, and Wenatchee):**

- In-person support at our Eastern Washington offices for a minimum of two days per week (additional in-person support may be needed)
- Coordinate maintenance of and provide remote/in-person user support for:
  - Desktop, laptop, and server computing systems
• All hardware and software upgrades
• Communications systems (messaging, voice, video, faxing, etc.)
• Databases (case management, finance, fundraising, human resources, asset tracking, etc.)
• Network Infrastructure
• Copying/scanning/printing systems
• Peripherals
• Lease management, RFPs, procurement
• Paper and digital file management
• Data entry and data storage systems
• Ensure all user support requests are resolved in a timely and collaborative manner
• Ensure all systems are secured and updated
• Troubleshoot, execute, and document an escalation process for all computing and related systems
• Work in a team setting on projects and goals shared by all of NWIRP’s staff
• On/off-boarding of staff and volunteers (user account creation/closure, group lists, training, etc.)
• Assign, set up, and maintain individual workstations
• Securely and confidentially manage a variety of data
• Coordinate the design and implementation of technology policies and procedures, such as backups and redundancy, change management, data security, and ransomware mitigation plans
• Serve as a secondary point of contact for all IT and fixed asset service providers/vendors
• Create content for and provide updates to public-facing media, including nwirp.org
• Manage and document technology inventory and order/distribute supplies for various offices
• Other IT, administrative or clerical duties, with an eye toward best practices, may be assigned depending upon NWIRP’s needs and the skills or passions of the successful candidate

Physical demands: While performing the duties of this job, the employee is regularly required to sit, stand and walk; use hands to finger, handle, or feel; reach with hands and arms; talk and hear; utilize a phone, computer, keyboard, pen, and paper. Should be able to lift/carry up to 30 pounds.

PROFESSIONAL QUALIFICATIONS, EXPERIENCE, AND ATTRIBUTES:
• Demonstrated commitment to advancing and defending the rights of immigrants and willingness to support NWIRP’s mission, vision and values
• Eagerness to work alongside, build relationships with, and learn from, a diverse population of colleagues and clients
• In-person, remote, and telephonic IT customer support skills to colleagues with novice to advanced IT skillsets
• Verbal and written communication skills that are positive, friendly, and adaptable to one’s audience
• Commitment to creating a welcoming and professional, inclusive environment for staff and clients
• Excellent written and verbal communication skills and ability to organize information clearly and concisely, including strong problem-solving, research, and analytical skills
• Strong organizational skills
• Ability to work independently as well as in a team environment
• Have a strong sense of judgment and decision-making
• Experience with administering—or willingness to learn—a variety of platforms: Google Workspace, Google Tables, Active Directory, Microsoft server, Windows, Mac, FTP clients (WinSCP, Filezilla, Cyberduck), Microsoft Office, Adobe products, Firebase, VOIP (Asterisk-based), ISPs, miscellaneous databases, LDAP, copying/scanning technologies, etc.
• Willingness to find creative and timely solutions to new problems, balanced by a sense of when to seek help from colleagues to accomplish difficult tasks
• Must be able to efficiently manage multiple tasks, meet deadlines, work calmly under stress and be flexible when the job’s demands change
• Long-term planning skills and an ability to demonstrate initiative in addressing emerging responsibilities
• Fluency in English and another language preferred

REPORTS TO:
IT Manager

TO APPLY:
Apply soon! Initial phone screenings are anticipated to begin the week of December 12. You will need to upload a single file containing your cover letter, resume (including certifications), and list of 3 references via our careers page: https://secure3.entertimeonline.com/ta/90199.careers?CareersSearch. For your cover letter, please describe how your lived or work experience makes you a good fit for this role. Applications will be accepted until the position is filled, at which time the job posting will be removed from our careers site.