

## **IT Technician - Lakeshore Legal Aid**

Lakeshore Legal Aid is a not-for-profit law firm providing a wide range of free civil legal services to those within the community who are low income and seniors. Lakeshore Legal Aid values diversity and is an equal opportunity employer.

### **Position Summary**

The IT Technician provides support to employees in multiple geographical locations on a wide variety of technical issues. Forms of communication will include telephone, e-mail, voicemail, and in-person support.

Duties include technical question/problem diagnosis and repair/replace, maintain cloud based database, inventory tracking, technology improvement projects, managing the infrastructure, and backup/recovery. Will participate in planning, testing, documentation, coordination, installation, and maintenance of IT functions. Other duties as assigned.

The IT Technician will be able to clearly communicate technical solutions in a user-friendly professional manner; will handle confidential information appropriately; and assist in maintaining a stable and safe environment.

### **Experience/Education**

- Degree in Information Technology, Information Systems, or related Technology field.
- Minimum of three years relevant work history. Certifications are a plus.
- Experience with educating others on both 1:1 and in a group setting is preferred.
- Experience with non-profits is preferred.

### **Technology Knowledge Required**

- Keyboarding proficiency
- Intermediate skill in MS Office 365, IE, Mozilla, Chrome, Windows
- Basic knowledge of the command line interface
- Ability to troubleshoot computer hardware, OS, applications, desktop, and peripherals
- Ability to manage data systems, including query building, data reporting and analysis
- Ability to validate the correct results of their own work
- Technical aptitude with an attention to detail and good follow up skills

### **Miscellaneous**

- Must be able to perform physical activities including lifting equipment (up to 50 pounds)
- Hiring will be subject to criminal background check
- Able to be self-motivated and work independently in addition to contributing to the team environment

- Effective interpersonal, verbal, and written communication skills- Travel and working outside of regular business hours will be necessary, but limited.

**How to Apply**

Please send your updated resume and salary requirements to [resumes@lakeshorelegalaid.org](mailto:resumes@lakeshorelegalaid.org) with "IT Technician" in the subject line.