

IT Assistant
Temporary Position

The Eviction Defense Collaborative (EDC) seeks a motivated IT Assistant to assist our team in fighting for tenants' rights and preventing homelessness and displacement. The IT Assistant will work under the supervision of the Data Systems and Reporting Administrator and in partnership with our contracted IT management provider. Because we strive to be barrier-free and client-centered, all positions at EDC require an individual with the skills and capacity to work effectively and in a respectful manner within a collegial and fast paced environment.

Job purpose

The employee will be primarily tasked with assisting the Data Systems and Reporting Administrator with the coordination of EDC's IT systems which include computers, networks, internet access, telephone lines and other technology and software in partnership with our contracted IT management provider. Central to this role is the ongoing assessment, troubleshooting and maintenance of EDC's remote workplace IT infrastructure and needs. This will include a focus on employees' home office IT needs.

Qualifications

First and foremost, the applicant must profoundly share EDC's mission and vision of social justice and be able to manage stressful situations with empathy and calm. Below are additional qualifications.

- Bachelor's Degree in any field or equivalent work experience.
- At least 3-5 years experience managing and troubleshooting IT systems within an office environment.
- At least 3-5 years experience diagnostic/troubleshooting issues for the following:
 - o Wifi, workstations (including desktops, laptops with multiple OS, both Mac, PC, Chrome, Windows 10 & Windows for servers)
 - o Networks/Servers
 - o Cross platform connectivity.
- Experience working with diverse colleagues and clients.
- Excellent organizational and problem-solving skills.
- Excellent attention to detail.
- Must own their own vehicle and possess a valid California driver license.
- Ability to maintain a high level of confidentiality.
- Possess ability to work on several projects simultaneously and handle a high volume of activity and be able to work efficiently and effectively under pressure.
- Ability to work independently and as part of a team.
- Have excellent written and oral communication skills.

Duties and responsibilities

Eviction Defense Collaborative

1338 Mission Street, 4th Floor | San Francisco, CA 94103 | Phone: (415) 947-0797 | Fax: (415) 947-0331

www.evictiondefense.org

IT Duties (90%)

- Works closely with the Data Systems and Reporting Administrator to assess the ongoing IT needs of the organization determining solutions and when approved, implementing them. ● Provides dedicated support to staff, diagnosing and resolving home office IT issues under the guidance of the Data Systems and Reporting Administrator.
- Prepares weekly updates to the Data Systems and Reporting Administrator, and meets with the Core admin team including the Director of Development and Operations once a month.

General Administrative Duties (10%)

- Attend weekly program meetings, monthly agency staff meetings, and relevant supervision meetings.
- Perform other duties as assigned in furtherance of EDC's mission.

Compensation

Salary depends on experience. This is a non-exempt position. Benefits include:

- Health, dental, vision, long term disability, and short term disability coverage;
- 13 paid holidays;
- One hour paid lunch daily;
- Vacation accrual rate starts at two weeks in the first year of employment and increases to three weeks on the third anniversary

Union

EDC staff are represented by the National Organization of Legal Services Workers (NOLSW, UAW Local 2320, AFL-CIO). This is a temporary position and as such, is not a union position.

Working conditions

Due to COVID, this position is partially remote and the employee will work from home a portion of their time, exact hours TBD. The position also requires some on site work at the EDC offices in San Francisco, as well as some visits to staff home offices for IT troubleshooting. The employee is expected to be in the office (or available while working remote) during normal business hours and to communicate with staff regarding whereabouts when elsewhere for meetings or other obligations. Additionally, the employee is expected to be reachable by email, phone and video conference as needed during normal business hours, Monday – Friday 9:00am – 5:00pm.

Physical requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- Prolonged sitting/standing.
- Extensive typing/data entry.
- Periodic lifting/carrying/transporting of materials in excess of 40 lbs.
- Close visual acuity to prepare and analyze data, text, and figures.
- Prolonged computer use.

Direct reports

The employee will not supervise any employees.

Application Process

Email resume and cover letter as attachments to jobs@evictiondefense.org with “IT Assistant” in the subject line.

We are reviewing applications on a rolling basis.

Commitment to Equity, Diversity and Inclusion

EDC is committed to continually building a diverse and inclusive workplace. We do so because it is the right thing to do, and because we know it makes our work stronger and more effective. We encourage applications from people of all backgrounds. EDC understands and values a workplace with staff from diverse educational backgrounds, cultures, ethnicities, races, sex, gender identity and expression, national origin, ages, languages spoken, veteran’s status, skin color, religion, disability, sexual orientation and beliefs. All qualified applicants will receive consideration for employment. The Eviction Defense Collaborative believes that all persons are entitled to equal employment opportunity and does not discriminate on any basis prohibited by applicable law.

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