



Position: Tech Genius/IT Support @ Durfee Innovation Society (DIS) - Americorps VISTA Position

Reporting Relationship: DIS Director

Committed to Our Core Values:

- **Community First:** We prioritize the expertise, desires and needs of students and community residents in the neighborhoods where our projects are focused. Their ideas, hopes and dreams matter most. Bottom line, no matter how awesome anyone thinks Life Remodeled projects are, they mean absolutely nothing if they don't align with the values and ambitions of children, youth and adults who make up the local community.
- **Always Find a Way:** Our annual goals are always nearly out of reach. Unforeseen circumstances happen. Things change, and we are not only flexible, but we find better solutions than ever before. Every day we are innovating and creating a future that doesn't yet exist. There is always a way, and our team is made of those who not only believe this, but they make it happen.
- **Bold Humility:** If you're only bold, you're a jerk. If you're only humble, you're a doormat. Wielding the balance of these two powerful attributes is what drives Team Life Remodeled to take the form of servant leaders, who value the needs of others over our own with confidence and determination. We embrace our weaknesses and limitations, and we know we all have blind spots. Therefore, we are life-long learners who see every encounter and every challenge as opportunities to learn and grow as human beings.

Description: Assist Life Remodeled Staff and DIS tenants in the areas of computer operations, user and desktop support (hardware and software). Perform a variety of technology support duties to ensure smooth delivery of services within the DIS. Utilize computer equipment, software and diagnostic tools to perform a broad range of customer assistance. May provide information and training to staff and tenants on established policies and procedures, or services provided.

Education + Skills Required:

- High school graduate or equivalent with data processing training, computer operations training, or experience in a multi-operation system or production control environment preferred
- Knowledge of a variety of hardware, software and operating systems such as security cameras, alarm system, people counter, AV + sound system for events
- Basic knowledge of network protocols and some experience with computer applications and operating systems. May be tested on appropriate computer skills as required.

Activities/Responsibilities:

- 32 hours/week per Americorps requirements
- Provides technical support to LR staff + DIS tenants in the use of personal computer hardware and software
- Maintains and updates the Life Remodeled/DIS app and website updates
- Sets up and configures desktop/laptop computers and accounts
- Works independently with minimal supervision + updates supervisor on status of projects and technical issues

- Installs software and installs and repairs hardware and peripherals
- Troubleshoots and maintains computer equipment, wifi, projection system, sound system, TV displays, security and alarm system, outdoor digital sign and uplighting
- Assistance with technical elements of media productions
- Escalates corrective procedures to other technical resources as appropriate
- Researches and recommends system equipment upgrades and manages equipment inventory
- Acts as a customer liaison for the LR wifi network, communicating, resolving, and/or initiating the resolution of problems and concerns and works with vendors to resolve equipment failures/problems
- Always maintains a positive reflection of the DIS and its core values

Email resume and cover letter to Brandi Haggins brandi@liferemodeled.org

***We are fortunate to receive dozens of inquiries to our job postings, so we will only be able to respond to candidates who most closely match our qualifications. Thank you for understanding!**