



## **We are looking for amazing people to support our mission! Join HOME as an Information Technology (IT) Support Specialist!**

**Housing Opportunities Made Equal of Virginia, Inc. (HOME)** is a civil rights fair housing organization with a mission to ensure equal access to housing for all people. We exist to address housing-related systemic inequities that perpetuate segregation, concentrations of poverty, and wealth inequality. HOME enacts its mission through fair housing enforcement and advocacy, housing research and policy, and housing counseling and education direct services.

HOME focuses on employee engagement and is committed to a healthy, diverse, and inclusive work environment. We offer a competitive benefits package including free healthcare, vision, dental, and a flexible work environment.

### **Job Summary**

The IT Support Specialist is responsible for overseeing internal support for HOME's information technology systems. The incumbent will manage software and databases systems, engage with an internal tech team on projects, oversee the installation of hardware and software, and integrate various information systems for purposes including telecommunications and data management. The IT Support Specialist will provide first line support for end-users, diagnose, research, and resolve end-user issues in a timely manner. The incumbent will provide on-site technology support as required – this will cover all elements of HOME's technology landscape and will coordinate with others in our organization to enhance their technology skills and knowledge.

### **Job Responsibilities**

The IT Support Specialist role includes maintaining and setting up all laptops including the installation of hardware and software, supporting internal databases, and managing our virtual Azure Active Directory, SharePoint, and Teams platforms. The incumbent will provide support to set up Microsoft Forms, Adobe Sign documents, and Power Automate. The incumbent should have a passion for technology, excellent problem-solving skills, and a desire to help colleagues with their technology needs. The IT Support Specialist is responsible for the following tasks:

1. Provide on-site and virtual first line customer-service for HOME staff. Diagnose, research, and resolve end-user issues in a timely manner.
2. Maintain and manage all laptops and other technology equipment. Maintenance includes tracking equipment and installing and updating hardware and software.
3. Maintain internal databases, file-sharing platforms, and business communication platforms.
4. Provide orientation to new hires on our technology systems and ongoing training to staff on the use and functionality of the software, databases, and communications platforms. Provide regularly (monthly or quarterly) education opportunities for HOME staff on how different technology solutions can enhance their work.
5. Provide various support needed to integrate various information systems that may include telecommunications and data management.
6. Review, update, and maintain documentation to ensure internal processes and procedures, workflows, and training manuals are current.
7. Analyze, research, and resolve end-user incidents or issues; escalate, as necessary.
8. Communicate and translate technical information to non-technical end-users; maintain communication and monitor incidents through resolution.
9. Participate in the maintenance, implementation, troubleshooting, and end-user support for applications.
10. Replace equipment that has reached the end of its warranty or lifecycle.

11. Track and maintain reports and provide updates to management.
12. Escalate issues to software vendors as needed.
13. Work with the internal technology team and the IT tech support team to define and implement infrastructure improvements. (Servers, Storage, Network, Monitoring, Security, etc.)
14. Further develop knowledge and skills related to technology systems and platforms through education and certifications to provide great IT support for HOME-specific technology needs.
15. Other duties and responsibilities as assigned.

### **Job Qualifications**

- A minimum of 2 years of IT support-related experience (nonprofit experience a plus). Certifications or IT-related training or education will be considered in lieu of experience.
- Excellent written and verbal communication skills.
- Strong desire and ability to learn technology skills and transfer those skills to others.
- Strong understanding of the Microsoft Office platform (Azure Active Directory, SharePoint, Forms, Power Automate, Outlook, Word, Excel, PowerPoint, Teams, etc.) network security, and Adobe Sign.
- Ability to operate and troubleshoot standard office equipment.
- Independent and self-driven with strong problem-solving skills. Must dig in and solve specific problems.
- Strong interpersonal skills, comfortable working closely with end-users, team members, functional owners, and leadership.

In addition, all employees of HOME are expected to meet these general qualifications:

- Strong commitment to social justice and civil rights.
- Excellent oral and written communication skills.
- The ability to communicate complex issues, data, and concepts.
- The ability to function effectively within and/or high-performance, cross-divisional work teams.
- The ability to coordinate key program activities across programs.
- Willingness to participate in fund development activities and effectively manage key constituent relationships and provide the necessary client data and information to HOME.
- The ability to act independently and proactively.
- The ability to adapt to changing circumstances.
- Exercise sound judgment and diplomacy.
- The ability to manage multiple projects.
- The ability to maintain a high degree of professionalism, confidentiality, and substantial contact with the public.

### **To Apply**

Interested candidates should submit a **cover letter and resume** to [jobs@homeofva.org](mailto:jobs@homeofva.org) and include **IT Support Specialist** in the subject line.

HOME is an equal opportunity employer with an accessible workplace and does not discriminate based on race, color, sex, age, religion, creed, disability, national origin, gender identity, political or union affiliation, marital status, sexual orientation, veteran status, source of income or other non-bona-fide job requirements.

**Job Posting Closes Friday, July 8 at 5:00 p.m. or until filled.**

**Hiring Salary Range:** \$45,000 – \$50,000