



INFORMATION TECHNOLOGY ASSOCIATE
Seattle, WA
Full Time, Non-Exempt
<https://nwirp.org/join/jobs-internships/>

SUMMARY:

Northwest Immigrant Rights Project (NWIRP) seeks a mission-driven, detail-focused, and tech-savvy individual to join NWIRP as a **full-time information technology associate**. Qualified applicants fluent in English and another language are preferred. The selected applicant must be able to start their position as soon as possible. A minimum two-year commitment to the position is expected.

As an information technology associate, you will work closely with the operations director, information technology manager, information technology associate, 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 work collaboratively with the information technology manager and information technology associate to provide in-person support to NWIRP staff and volunteers in the Seattle office and remote support for all units in the Granger, Tacoma, and Wenatchee 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.

The anticipated work hours are Monday – Friday, 9 am – 5 pm, with a 30 – 60 minute unpaid lunch, but occasional evening and weekend work hours may be required to schedule occasional IT upgrades.

Under NWIRP's current COVID policies, new staff members must provide proof of COVID-19 vaccination (unless eligible for an exemption). Staff may choose to wear a face mask in the workplace but it is not currently required. At the time of this posting, NWIRP staff is operating in a hybrid model, and some in-office work will be expected of this position (at least two full days per week).

This position involves some travel between NWIRP's offices. A valid driver's license will be required in order to meet these expectations.

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. With over 150 employees, 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 serves the community through four offices in Washington State (Granger, Seattle, Tacoma and Wenatchee), but the impact of our work is felt nationwide.

BENEFITS AND COMPENSATION:

This is a non-exempt, hourly position, with a base salary dependent on experience. The beginning annual salary is

\$66,531.38 (\$36.55 per hour) and 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 \$77,950.77 (\$42.83 per hour); 20 years would be \$89,043.22 (\$48.92 per hour).

NWIRP is proud to be a unionized employer and this full-time position is covered by NWIRP's Collective Bargaining Agreement. 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
- Automatic employer contribution of 3% to 403(b) retirement plan
- 12 days of paid health leave per year
- 16 days paid vacation in your first year (with additional days in subsequent years)
- 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
- Paid authorized absences for attending workshops, conferences, and other educational/training programs
- Employer-paid disability/life/AD&D coverage; Long-term care insurance
- 4 weeks (140 hours) of paid sabbatical after every five years of employment at NWIRP
- Eligibility to earn compensatory time
- Relocation bonus, if relocating over 100 miles for this role (with an additional relocation bonus if relocating to one of NWIRP's Eastern Washington offices)
- Subsidized transit pass is available

NWIRP is an eligible employer under the Federal Public Service Loan Forgiveness (PSLF) program.

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 and 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 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:

- In-person support at NWIRP's Seattle office for a minimum of two full 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

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. Occasional work on evening and weekend hours. Travel may be required. Travel reimbursements apply.

SKILLS AND QUALIFICATIONS:

- Demonstrated commitment to advancing and defending the rights of immigrants and willingness to support [NWIRP's mission, vision and values](#)
- Commitment to creating a welcoming and professional inclusive environment for staff and clients
- In-person, remote, and telephonic IT customer support skills to colleagues with novice to advanced IT skillsets
- Excellent written and oral communication skills, and ability to organize information clearly and concisely, including strong problem-solving, research, and analytical skills
- 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
- Strong organizational skills
- Ability to work independently (with competing deadlines) as well as in a team environment
- Must be able to efficiently manage multiple tasks, meet deadlines, work calmly under stress and be flexible when the job's demands change
- Sound judgment and decision-making skills;
- 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
- Long-term planning skills and an ability to demonstrate initiative in addressing emerging responsibilities

- Fluency in English and another language is preferred
- The applicant must have a valid driver's license as the position involves some travel.

REPORTS TO:

IT Manager

TO APPLY:

Please upload a single-file document on our [Careers Page](#) containing your cover letter, resume, and a list of (3) references. In your cover letter, please address:

a) How your personal or professional experiences qualify you for this role;

The deadline to apply is August 15, 2024. However, qualified applicants will be considered for the position on a rolling basis from the date of this posting until the position is filled.