



INFORMATION TECHNOLOGY MANAGER

Full time

Non-exempt

35 hours/week

Granger, Seattle, Tacoma or Wenatchee, WA

SUMMARY:

Northwest Immigrant Rights Project (NWIRP) seeks a mission-driven, detail-focused and tech-savvy individual to join the organization as a full time Information Technology Manager (ITM).

In this role, you will work closely with the operations director, office managers, 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 provide remote and in-person support to all NWIRP staff and volunteers across all legal units in the Granger, Seattle, Tacoma, and Wenatchee, WA offices. To accommodate travel to all of NWIRP's offices, you need to maintain an active driver license. Ideally, you are a highly skilled interpersonal communicator, and are highly collaborative, with a deep appreciation for, and sensitivity to, people from a variety of 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.

Your anticipated hours of work are Monday – Friday, 9 am – 5 pm, with a 30 – 60 minute unpaid lunch, but you may need to schedule occasional IT upgrades outside these hours. Under NWIRP's current COVID policies, you must provide proof of COVID-19 vaccination for this position and you are expected to wear a face mask while in all common areas at the job location. At the time of this posting, NWIRP staff is operating mostly remotely but some in-office work will be expected of this position. Once current pandemic restrictions are lifted, the position is anticipated to be eligible for hybrid or in-person work models. A minimum two year commitment to this position is preferred.

BENEFITS AND COMPENSATION:

Beginning annual salary is \$56,214.00 (\$30.89 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 \$67,677.09 (\$37.19 per hour); 20 years = \$78,812.00 (\$43.30 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
- 3% in employer retirement contributions
- Generous paid health-related leave and vacation (16 days during your first year)
- 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
- Subsidized transit pass if based out of Seattle

- Employer-paid disability/life/AD&D coverage; Long-term care insurance
- 4 weeks of paid sabbatical after every five years of employment at NWIRP
- Eligibility to earn compensatory time

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 living 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 (Across all four offices in Granger, Seattle, Tacoma and Wenatchee):

- 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.
- Develop and facilitate internal resource tools and workflows in collaboration with legal staff on an ad hoc basis.
- Periodically travel to NWIRP's Granger, Tacoma and Wenatchee offices to carry out responsibilities.
- On/off boarding of staff and volunteers (user account creation/closure, group lists, training, etc.).
- Assign, setup 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 the primary point of contact for all IT and fixed asset service providers/vendors.
- Create digital assets for, and provide updates to, 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.

PROFESSIONAL QUALIFICATIONS, EXPERIENCE AND ATTRIBUTES:

Required:

- Demonstrated commitment to advancing and defending the rights of immigrants and willingness to support NWIRP's [mission, vision and values](#).
- Eagerness to work alongside, build relationships with, and learn from a diverse population of colleagues and clients.
- Advanced in-person, remote, and telephonic IT customer support skills.
- Adaptable verbal and written communication skills that can reach a varied audience.
- Commitment to creating a welcoming and professional inclusive environment for staff and clients.
- Excellent written and verbal communication skills and ability to organize information in a clear and concise manner, including strong problem solving, research, and analytical skills.
- Strong project management skills.
- Ability to work independently as well as in a team environment.
- Have a strong sense of judgment and decision-making.
- Experience with administering—or willingness to learn—a variety of platforms: Google Workspace, Google Tables, Active Directory, Microsoft server, SQL server, Windows, Mac, Visual Studio Code, FTP clients (WinSCP, Filezilla, Cyberduck), Microsoft Office, Adobe products, VOIP (Asterisk-based), ISPs, miscellaneous databases, malware mitigation strategies and tools, 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.
- Must be able to efficiently manage multiple tasks, meet deadlines, work calmly under stress and be flexible when the job's demands change.
- Long-term planning skills and an ability to demonstrate initiative in addressing emerging responsibilities.

Preferred:

- App coding knowledge (for example: JavaScript, React, REST APIs, and NoSQL Databases).
- Candidates who are fluent in English and another language will be given preference.

REPORTS TO:

Operations Director

TO APPLY:

Apply soon! Initial phone screenings are anticipated to begin the week of May 2. You will need to upload a single file containing your cover letter and resume (please include any IT certifications you may have, though these are not required) via our careers page:

<https://secure3.entertimeonline.com/ta/90199.careers?CareersSearch>. For your cover letter, please describe how your lived or work experience make you a good fit for this role. Applications will be accepted until the position is filled, at which time the job posting will be removed from our careers site.

ABOUT NORTHWEST IMMIGRANT RIGHTS PROJECT:

Founded in 1984, NWIRP is a nationally-recognized legal services organization on the front lines of defending and advancing the rights of immigrants. Each year, NWIRP provides direct legal representation and assistance in immigration matters to thousands of people with low or no income who come from over 160 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 has a staff of over 120 and an annual budget of over \$14 million. NWIRP serves the community through four offices in Washington State (Granger, Seattle, Tacoma and Wenatchee), but the impact of our work is felt nationwide.