



TITLE:	IT Technician
REPORTS TO:	Finance Director
CLASSIFICATION:	Non-Exempt, Full-Time
COMPENSATION:	\$20-\$25 per hour
LOCATION:	Chesapeake, VA
CLOSING:	Until Filled

Excellent benefit package including medical/dental insurance, health savings account, complimentary life insurance, discounted Aflac benefits, 403b/Roth with match, and a generous leave program starting your first day of employment.

ABOUT OUR ORGANIZATION

We are one of 111 councils chartered by [Girl Scouts of the USA](#), the world's leading organization dedicated solely to girls, where, in an accepting and nurturing environment, girls build character and skills for success. In partnership with caring adults, girls develop qualities to serve them all their lives: strong values, social conscience, and conviction about their potential and self-worth. We serve nearly 8,000 girls throughout southeastern Virginia and northeastern North Carolina. With the guidance of nearly 4,000 dedicated and trained volunteers, girls discover the fun, friendship, and power of girls together.

SUMMARY OF POSITION

The IT Technician is responsible to diagnose, repair, and maintain hardware and software components of the Council's computers, printers, and phone systems. They routinely interact with various departments and listen to user technical needs and implement IT solutions to resolve. They are accountable for developing and implementing technology strategies to help the Council achieve its goals.

ACCOUNTABILITIES

- Perform procurement, installation, and maintenance of all computer hardware and software and all other products necessary to optimize the use of technology by Council staff.
- Installs, monitors, configures, upgrades, troubleshoots, and maintains physical and virtual servers, personal computers, laptops, printers, software, audio and video equipment, telecommunication systems, wireless connectivity, remote access, and other network devices.
- Manage relationships with multiple vendors to support Council telecommunications. Review contracts and maintenance agreements and recommend changes to supervisor.
- Plan for long- and short-range expansion of the computer and communication systems through the identification of needs and an on-going assessment of the capabilities of hardware and software. Develop and implement technology lifecycle.
- Manage Council equipment inventory.
- Manage Council technology licenses and notify supervisor when additional licensing is required.
- Maintain security of all Council proprietary data and provide for scheduled backup of the Council's computer system.
- Manage user system security access including network, email, phone, etc.
- Performs security monitoring and administration of organizational systems using various network and application management tools.
- Provide IT consultation to the end user and provide additional training as needed. May include accessing remotely or on-site visits.
- Troubleshoot equipment issues including hardware, software, phone, printers, and other AV systems. Perform incident resolution or, when needed, escalate to the appropriate vendor.
- Assist in annual review of business continuity plan (risk/disaster recovery) and technology plan.

- Participate in establishing procedures related to the use of all Council systems, equipment, hardware, and software.
- Participate in the department goal-setting, budgeting, and planning process. Manage associated budget(s), work plans, and goals.
- Exercise management, operational, and budgetary oversight in all areas of accountability.
- Actively support and promote the Council's commitment to excellent customer service, membership growth, community visibility, fundraising, diversity, and safety.

QUALIFICATIONS

Education, Experience, & Certifications

- Associate's degree or professional certification in a related field or equivalent professional experience. Higher education preferred.
- Minimum 4 years' experience in technology support.

Skills & Competencies

- Excellent technical computer skills in Windows Operating System, Exchange, and Microsoft Office 365. Ability to learn new software as required.
- Broad technical knowledge and expertise in the operation and maintenance of IT systems, networks, servers, security, and control.
- Experience with the installation, configuration, and troubleshooting for personal computing components, software, hardware, network, and accessory equipment.
- Demonstrated experience in the development and administration of budgets.
- Ability to analyze information, formulate work plans, articulate goals, and produce required statistical reports.
- Ability to work independently and prioritize work while managing multiple deadlines.
- Demonstrated commitment and ability to interact with diverse populations.

Additional Requirements

- Ability to travel throughout Council jurisdiction.
- Must have personal transportation, possess a valid driver's license, personal auto insurance, and meet the Council insurance company's requirement for coverage.
- Subscribe to the principles of the Girl Scout Movement and become a registered member of GSUSA.
- Successfully pass background investigation.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 50 pounds. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures, extensive reading, and driving.

APPLICATION INSTRUCTIONS

Visit <http://www.gsccc.org/Employment.aspx> to complete an online application or submit resume to:

Girl Scout Council of Colonial Coast, Human Resources
912 Cedar Road, Chesapeake, VA 23322
Phone 757-547-4405, Fax 757-547-1872,
Email: hr@gsccc.org
Equal Opportunity Employer

