



Position: IT Operations Specialist  
Reports to: Operations Director  
Hours: 20 hours Week  
Classification: Part-time, Nonexempt  
Salary Range: \$23.50-25.50 per hour  
Reviewed: August 2021

CFH serves people from diverse cultures, races, gender identity, sexual orientation, and ages. We value diversity and intentionally work to recruit, hire and retain staff who reflect the diverse client population we are serving. CFH is an equal opportunity / affirmative action employer.

**About CFH:**

CFH is a secular 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with phenomenal partnerships and support from King County’s Eastside community, CFH serves more than 1,700 people each year with street outreach, day center services, shelters, permanent subsidized housing, case management, and other life-saving supportive services—including 125,000 meals. CFH is a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission.

Our mission is to partner with men & the community to create a path from homelessness to stable living. Our core values are relationship, community, empowerment, respect & dignity. These values embody how we work with the men, community and each other.

This is a very exciting time for CFH as the organization engages the wider community in new and impactful ways to foster hope, dignity and the building blocks that provide stability to people in need on our streets. For decades, we have quietly worked in our community; providing outreach, shelter, permanent housing, services & community.

**OVERVIEW OF POSITION:**

CFH’s technology infrastructure consists of approximately 30 computer desktop and mobile work stations in one primary location. No external contract currently exists for IT support. All database applications are hosted on the cloud. The IT Operations Specialist will be responsible for supporting and maintaining all technology-related infrastructure including software and hardware, printers, WiFi Network, System Back-ups, SaaS evaluation and management as well as email management for up to 50 users.

The applicant must have solid communication, customer service, troubleshooting, and organizational skills and the ability to complete assigned work with minimal instruction and supervision.

This position will likely require some evening and weekend hours to support off-hour requests for 24/7 program operations and network accessibility issues.



*Note re: COVID-19: CFH follows the most current health and safety guidelines provided by King County Public Health and the CDC. This position is required to wear personal protective equipment at all times while on site and will be exposed to people who may have the COVID-19 virus.*

#### **KEY RESPONSIBILITIES:**

- Maintain inventory of all hardware including laptops, desktops, tablets, printers and peripheral equipment
- Purchase, install and configure software and computer systems; Serve as primary liaison for providers of software and hardware
- Office 2019 administration and configuration
- Troubleshoot, fix and resolve software and hardware issues
- Write and maintain documentation that provides technical support to the entire organization
- Support the implementation of new solutions or applications
- Evaluate and identify the need for upgrades, configurations, and new systems; proactively provide Leadership Team with recommendations based on findings
- Lead efforts to track organization's evolving IT needs and create, maintain, and implement various business systems and technology roadmaps in support of the IT strategy
- Perform tasks related to the day-to-day operations of business systems, including staff account set up/removal, operation, training, troubleshooting, diagnosing and supporting these systems (Office 365, Dropbox, Constant Contact, Little Green Light, etc.)
- Set up and maintain IT systems that support confidentiality of client data and security of information.
- Develop and implement business continuity protocols/strategic change management policies to minimize operations disruptions in the event of an emergency or data loss
- Provide IT support to staff with a strong focus on employee satisfaction and efficient task execution
- Actively seek out emerging technologies; explore new trends to identify opportunities for organizational value-add
- Troubleshoot network problems; serve as liaison to external expertise as needed
- Coordinate with staff to maintain current documents on the CFH Intranet site with help from Operations Director, help define and maintain departmental budget, optimizing cost-effective operations

#### **EDUCATION AND EXPERIENCE**

The successful candidate will have 3+ years of related experience technical support including the implementation and administration of information technology infrastructure and IT systems, server technologies, LANs, WANs, voice, video and data communication systems. Experience with Microsoft suite is a must. Bachelor's degree in Computer Science, Business or related field preferred.



## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Solid grasp and expertise with a variety of software, hardware, and applications
- An organized individual with a team-oriented demeanor
- Strong Problem solving
- Knowledge and excitement toward evolving technologies and products
  
- Demonstrated ability to take initiative, work independently, and think strategically.
- Excellent oral and written communication skills
- Excellent organizational and time management skills
- Maintain high quality standards
- Strong computer skills including proficiency in core Microsoft Office products – Word, Excel
- Strong collaboration skills with ability to function as a member of a team, leading within the scope of the position and contributing whenever possible.
- Sensitive to and able to communicate and work effectively with individuals from diverse economic circumstances, cultural and ethnic backgrounds, physical and mental abilities, and sexual orientations.

## **CERTIFICATES, LICENSES & REGISTRATIONS**

- Washington driver's license and insurable driving record required.

## **PHYSICAL REQUIREMENTS**

- Physical ability to sit, walk, and/or stand for prolonged periods of time.
- Ability to stand, stoop, bend, grasp, and/or hold work located at the office or other locations as needed.
- Prolonged periods of sitting at a desk and working on a computer.
- Individual must also have the use of all senses, to include, but not limited to sight, hearing
- Must be able to access and navigate each department at the agency's facilities.

## **SUBMISSION:**

To apply, please submit resume and cover letter including a personal statement expressing how the mission of CFH aligns with your personal and professional goals, to [hrcrecruiting@archbright.com](mailto:hrcrecruiting@archbright.com).

## **SALARY & BENEFITS:**

- Hourly rate: \$23.50-25.50

*CFH does not discriminate on the basis of race, religion, color, age, genetic information, sensory, mental or physical handicap, national origin, gender, sexual orientation, gender identity, gender expression, marital status, familial status, parental status, citizenship status, pregnancy, veteran status, political ideology or any other basis protected by applicable law.*

**TIMELINE:** Applications will be considered on an ongoing basis; position open until filled