Technology Support Intern-Winter 2018

ORGANIZATION DESCRIPTION:
Blue Mountain Action Council (BMAC), one of a number of Community Action Programs in Washington State, is a private, nonprofit, multipurpose agency, serving residents in Southeastern Washington to meet the basic needs of low-income individuals and families, offer opportunities for individuals and families to achieve greater levels of strength, independence, and self-sufficiency, develop and implement strategies to prevent poverty in our communities, and leverage community support, service, and volunteerism.

PURPOSE OF POSITION:
The Technology Support Intern Install and repair computers, software, and related peripherals, trains users on usage of computers, software, and related peripherals and assists with network, telecom, and LAN support upon request.

KEY RESPONSIBILITY AREAS:
- Provide technical assistance and training to system users such as instructing user in use of equipment, software, and manuals.
- Install, modify, and make minor repairs to computer hardware and software systems. Maintain accurate documentation on repairs.
- Install or assist service personnel with installation of hardware and peripheral components, such as monitors, keyboards, printers, disk drives and CD ROMs on user's premises, following design or installation specifications.
- Load specified software packages, such as operating systems, database packages, and word processing and spreadsheet programs into computers.
- Removal of malware of all sorts from Staff computers.
- Research and recommend vendors for various repair services, such as monitor and printer repair, and parts vendors.
- Perform setup-tear down of audio/visual equipment at community events
- Perform other duties as assigned

Knowledge, Skills & Abilities:
- Knowledge of computer hardware and software systems
- Computer technical skills
- Interpersonal skills
- Basic computer support skills
- Ability to pay attention to detail
- Ability to troubleshoot and correct hardware and/or software issues
- Ability to follow directions
- Ability to verbalize functionality and capability of technological equipment
Physical Demands & Working Conditions:

- Medium Work - Exerting up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.
- Positions in this class typically include talking, hearing, seeing, grasping, standing, walking and repetitive motions, stooping, kneeling, crouching, and reaching, climbing and balancing, plus pushing, pulling and lifting.
- Relatively free from unpleasant environmental conditions or hazards. Office environment.
- Little physical effort required

REQUIREMENTS:

- Current College Student or Bachelor’s Degree or equivalent preferred.
- Candidates should have strong interest in furthering their experience in the IT, Computer Science or related field.
- Excellent attention to detail
- Resourcefulness, creativity, adaptability, flexibility, and ability to exercise sound judgment and work calmly under pressure required.
- Ability to establish priorities, balance demands of multiple projects and meet deadlines
- Ability to be successful working with cross-functional teams and external volunteers and donors.
- Communication skills including, oral, written and listening skills
- Commitment to excellence and to the mission of the BMAC

QUALIFIED CANDIDATES SHOULD EMAIL A RESUME AND COVER LETTER TO:

Tracy Parmer  
Development & Outreach Manager  
Blue Mountain Action Council  
tracyp@bmacww.org

Blue Mountain Action Council is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay Service number 7-1-1.

No client will be discriminated against because of race, religion, color, gender, pregnancy, age (including those over 40), national origin (including ancestry), ethnicity, disability (as defined in the federal Americans with Disabilities Act), marital status, veteran status, sexual orientation or any other characteristic protected by applicable federal or state law.