



JOB TITLE: Computer Technician
REPORTS TO: Chief Compliance and IT Officer
HOURS: Full time, varied to meet the needs of the agency
FLSA STATUS: Non-Exempt

PROGRAM DESCRIPTION AND JOB SUMMARY

The Primavera Foundation is a non-profit agency that has been providing pathways out of poverty and strengthening the Tucson community since 1983, through a variety of programs and services. The Information Technology (IT) team ensures that Primavera's systems and technology are able to support the agency's needs for electronic efficiency and capacity. The Computer Technician is responsible for providing organizational computer support via troubleshooting office software and maintaining workstation operating systems throughout the multi-site locations of the Primavera Foundation. The successful candidate will be a highly-detail-oriented, customer-centric, driven, and focused technician who will contribute to excellence in the operation of Primavera's computer systems.

DUTIES AND RESPONSIBILITIES (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by leadership):

- Perform installation and/or repair on Windows-based computers with standardized applications and networking software, diagnosing and solving problems that develop in their operations
- Respond to user questions and explain the operation of network applications and equipment.
- Provide prompt and thorough report of system issues and resolutions to Chief Compliance and IT Officer weekly
- Adherence to and demonstration of Primavera's guiding principles of integrity, respect, accountability, compassion, and leadership.
- Other duties as assigned by leadership

KNOWLEDGE, SKILLS, AND ABILITIES

- Proficiency with operating systems, such as Windows XP, Windows 7, Microsoft Office 2003, and Microsoft Office 2007
- Demonstrated ability to expertly install, repair, troubleshoot and resolve basic computer hardware and software issues for workplace end users effectively and efficiently
- High sense of detail-orientation for precision, clarity, and accuracy
- Strong communication skills (verbal, written, active listening, collaboration).
- Excellent time management skills; ability to assess, prioritize, take action and follow through to meet user and system needs in a timely manner

- Ability to maintain confidentiality with data, information, and records
- Ability to demonstrate Primavera's guiding principles of integrity, respect, accountability, compassion, and leadership in daily actions, words, and deeds

MINIMUM QUALIFICATIONS

- One (1) year of formal education in Computer Technology and Information Systems
- Two (2) years demonstrated proficiency in computer networking and troubleshooting with Microsoft applications for desktop support to office/business end users in the workplace
- Reliable transportation and clean driving record required for visiting multiple office sites and providing services at various Primavera locations throughout the community

PREFERRED QUALIFICATIONS

- Bachelors degree in Computer Science/MIS/Information Technology -related field
- Five (5) years demonstrated proficiency in computer networking and troubleshooting with Microsoft applications for desktop support to office/business end users in the workplace

PHYSICAL ENVIRONMENT/CONDITIONS

- Ability to work at various stations for minimum of four hours per day, at times seated with intermittent standing, walking, bending, and stooping
- Ability to lift and carry a minimum of 50 pounds
- Visual acuity and hand dexterity to work with computer systems (monitors, keyboards, hard drives), reports, and other data sources for reading, entering, processing, running diagnostics, installing and repairing systems and programs
- Ability to work with basic office equipment, including various computers, fax machines, printers, copiers/scanners

(This job description is intended to indicate the basic nature of the position and examples of typical duties that may be assigned. It does not imply that all positions within the job description perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Successful candidates will be able to perform the essential functions of the position, with or without reasonable accommodations.)

The Primavera Foundation is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, pregnancy, mental or physical challenging condition, marital status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic in accordance with applicable federal, state, and local laws.

To apply submit a cover letter and resume to jobs@primavera.org.