



CHILD ABUSE INTERVENTION CENTER

FACILITIES & IT TECHNICIAN JOB DESCRIPTION

This is a full-time, benefited position (1.0 FTE)

Starting Wage: \$18.25 hr. (Possible increase dependent on preferred experience)

Juliette's House is a 501c3 organization. We support and medically assess children who are suspected victims of abuse or neglect. Headquartered in McMinnville, OR. We are the sole organization in Yamhill County providing comprehensive child abuse assessment and intervention and prevention services (working jointly in Polk & surrounding counties. National accredited Juliette's House is a place of healing for children, along with their non-offending family members or caregivers.

COMPETENCIES / CHARACTERISTICS

- A strong team player, with willingness and desire to be an integral part of the organization.
- Ability to manage the upkeep equipment and supplies for organizational efficient operation.
- Ability to inspect buildings structures to determine the need for repairs or renovations.
- Enjoys supporting individual's equipment needs, helping other with varying equipment questions and needs.
- Understands and enjoys using proper procedures for the repair, overhaul, and maintenance of a variety of hardware including installation of software, phone systems, video systems, and other equipment.
- Strong work ethics centered in accountability and follow-through with attention to detail.
- Communicate well and maintains harmonious working relationships with other employees and public.

Reports to: Chief Operating Officer

GENERAL BUILDING OPERATIONS RESPONSIBILITIES (in cooperation with COO and Operations Staff)

- Works effectively and assist all staff with various equipment and computer duties.
- Manage and assist employees with help tickets and general support needs.
- Plan and coordinate all installations (computer, utilizes, equipment etc.) and refurbishments.
- Ensure safe operations and support to employees to ensure best possible, problem-free conditions.
- Handle facility service contracts, memberships, and maintenance refills.
- Always maintain organizational safety procedures to meet set standards and requirements.
- Evaluate, maintenance issues and repair building as needed, and in the event of an emergency.
- Maintain fire, carbon monoxide, smoke, and other safety systems.
- Work with tools and supplies necessary to complete projects.
- Perform regular duties relating to waste disposal, grounds upkeep, building security, etc.
- Order regular stocked supplies and special project needs (on-line, in-person and over the phone).
- Maintain accurate records of projects, receipts of purchases and other related functions.
- Communicate with supervisors about any work that requires outside expert assistance.

IT RESPONSIBILITIES

- Evaluate and determine organizational needs involving equipment and software for computer network, phone system, building alarm and security, interview recording equipment and clinical cortex flow.
- Keep up to date on new software and systems relating to information technology and computer systems.
- Responsible for the installation, configuration, troubleshooting, and on-going support of JH workstations, laptops, printers, peripheral equipment, and software throughout the organization.
- Confirm JH computer requirements and work with suppliers to develop solutions and updates.
- Provide ongoing assistance to staff with general computer questions ranging from password reset to possible troubleshooting.

REQUIREMENTS

- 2+ Years IT, Network, Desktop Support or IT Hardware or Infrastructure experience
- In-depth knowledge of Windows 10 and Microsoft Office/Office365 with PCs, Laptops, Tablets, peripherals, and other hardware components.
- Experience with QuickBooks, Medisoft Solutions, Greater Giving, and other funding software is **a Plus**.
- Bilingual Applicants is also **a Plus**.
- Previous experience with clinical Cortexflo and computer forensic recording equipment **is preferred**.
- Previous experience with Salesforce, Network Servers, Integrated Phone Systems **is preferred**.
- Strong ability and desire to learn new systems, programs relating to software and equipment.
- Understanding of customer management systems, security, network, databases, and phone systems.
- Excellent interpersonal, organizational, communication and people skills.
- Willingness to inspect and evaluate all mechanical aspects of the building.
- Must have ability to climb heights, lift up to 50 lbs., climb ladders and work in small crawl space.
- Well-versed in technical/building operations and facilities management best practices.
- Knowledge of basic accounting and finance principles.
- Excellent verbal and written communication skills with strong analytical/critical thinking skills.
- Strong analytical/critical thinking skills, with ability to work effectively in an unsupervised environment.
- Excellent project management skills and strong ability to prioritize.
- Must be available to occasionally assist after normal work hours.

BENEFITS

- Employer Provided Health & Vision Insurance
- Employee Assistance Program
- Employer Contributing IRA
- Generous Paid Time Off
- 13 Paid Holidays

Please e-mail resume and cover letter explaining your experience to: Bill Lindemann COO, bill@Julietteshouse.org

Juliette's House is an Equal Opportunity Employer

JULIETTE'S HOUSE CHILD ABUSE INTERVENTION CENTER

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Juliette's House is a 501(c)(3) organization. Tax ID No. 93-1156152