



NATIVE AMERICAN RIGHTS FUND

250 ARAPAHOE AVE, BOULDER, CO 80302

VACANCY ANNOUNCEMENT

TITLE OF POSITION: IT Technician
REPORTS TO: Systems Administrator
FLSA STATUS: Non-Exempt (full-time)
CLOSING DATE: Open Until Filled
LOCATION: Boulder, Colorado

SUMMARY: The IT Technician is responsible for maintaining and repairing computer systems and other technology-related equipment, as well as providing end-user support for software applications, hardware, and network-related issues. This position reports to the Systems Administrator.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Provide technical support for NARF issued IT equipment.
2. Responsible for the technical set-up of site-office workstations with computers and necessary peripheral devices.
3. Check and verify functionality of computer hardware (HDD, keyboards, mouse, etc.).
4. Install and configure appropriate software and functions according to specifications.
5. Organize and schedule upgrades and maintenance without deterring others from completing their work.
6. Provide orientation and guidance to users on how to operate new software and computer equipment.
7. Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.).
8. Ensure all IT software and infrastructure-related issues are addressed, resolved, and/or escalated in a timely manner.
9. Provide support for various Microsoft products, third-party software, and cloud services.
10. Ensure security and privacy of networks and computer systems. Immediately escalate

any identified security issues to the Systems Administrator.

11. Maintain records/logs of repairs, fixes, and maintenance schedule.
12. Establish and maintain communication with outside vendors to coordinate IT solutions.
13. Oversees the proper and secure recycling of all IT equipment.
14. Other IT-related projects and tasks as assigned.

SUPERVISORY DUTIES: None.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Approximately 2-3 years of experience as an IT technician or similar customer support role.
2. Excellent diagnostic and problem-solving skills.
3. Knowledge in all supported versions (desktop and server) of Microsoft Windows Operating System.
4. Excellent oral and written communication skills
5. Outstanding organizational and time-management skills with ability to switch tasks frequently and successfully manage multiple issues concurrently.
6. Good knowledge of security and data privacy principles
7. Good understanding of diverse computer systems and networks
8. Good knowledge of internet security and data privacy principles
9. Must be able to lift and carry up to 50 lbs.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE:

An associate degree from an accredited institution in Computer Science, Information Technology, or another relevant field; or sufficient experience/training necessary to support the functions of the position.

Experience working with American Indian Tribes and organizations is a plus.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of characteristic duties and responsibilities.

SALARY AND BENEFITS: Salary range is \$63,048 to \$87,747.30 annually. Actual salary will depend on years of experience and qualifications. Generous benefits package includes vacation leave, health, dental and vision insurance, and paid time off including sick leave and medical/disability leave. Additionally, there is an employer contribution to employee 401K plan, employer paid group life insurance, accident insurance, and short-term and long-term disability insurance.

APPLICATION PROCEDURE: Submit via email a cover letter, complete resume, and three professional references to:

Sarah Palacios
Director of Human Resources and Office Administration
Native American Rights Fund
Palacios@narf.org

Applications will be accepted until position is filled.