IT Technician - Lakeshore Legal Aid

Lakeshore Legal Aid is a not-for-profit law firm providing a wide range of free civil legal services to those within the community who are low income and seniors. Lakeshore Legal Aid values diversity and is an equal opportunity employer.

Position Summary

The IT Technician provides support to employees in multiple geographical locations on a wide variety of technical issues. Forms of communication will include telephone, e-mail, voicemail, and in-person support.

Duties include technical question/problem diagnosis and repair/replace, maintain cloud based database, inventory tracking, technology improvement projects, managing the infrastructure, and backup/recovery. Will participate in planning, testing, documentation, coordination, installation, and maintenance of IT functions. Other duties as assigned.

The IT Technician will be able to clearly communicate technical solutions in a user-friendly professional manner; will handle confidential information appropriately; and assist in maintaining a stable and safe environment.

Experience/Education

- Degree in Information Technology, Information Systems, or related Technology field.
- Minimum of three years relevant work history. Certifications are a plus.
- Experience with educating others on both 1:1 and in a group setting is preferred.
- Experience with non-profits is preferred.

Technology Knowledge Required

- Keyboarding proficiency
- Intermediate skill in MS Office 365, IE, Mozilla, Chrome, Windows
- Basic knowledge of the command line interface
- Ability to troubleshoot computer hardware, OS, applications, desktop, and peripherals
- Ability to manage data systems, including query building, data reporting and analysis
- Ability to validate the correct results of their own work
- Technical aptitude with an attention to detail and good follow up skills

Miscellaneous

- Must be able to perform physical activities including lifting equipment (up to 50 pounds)
- Hiring will be subject to criminal background check
- Able to be self-motivated and work independently in addition to contributing to the team environment
- Effective interpersonal, verbal, and written communication skills. Travel and working outside of regular business hours will be necessary, but limited.

How to Apply

Please send your updated resume and salary requirements to resumes@lakeshorelegalaid.org with “IT Technician” in the subject line.