



Job Description: IT Assistant

BASIC INFORMATION	
Job Classification	
FLSA Status	Non-Exempt
Provisional Period	90 days
Job Title	IT Assistant, StrongHearts Native Helpline
Location	Eagan, MN
Department	IT
Position Type	<input checked="" type="checkbox"/> FT-Salaried <input type="checkbox"/> FT-Hourly <input type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
Reports to	Director
Supervises	
Shift	Full-time, Salaried, Regular

GENERAL POSITION PURPOSE STATEMENT

The IT Assistant reports to StrongHearts Native Helpline Director and assists with projects for the StrongHearts Native Helpline and programmatic needs. The IT Assistant provides support on agency web-platforms, IT support needs and phone system issues. The IT Assistant, in partnership with other positions, is responsible for implementing the strategic vision of the StrongHearts Native Helpline.

ESSENTIAL RESPONSIBILITIES AND DUTIES

IT Support (70%)

- Assists in the analysis of problems and support issues raised by SHNH program staff via phone, e-mail or slack
- Reports regularly, identifying and diagnosing issues and needs, escalating potential risks as far as necessary to resolve for SHNH staff and call center/digital services contacts
- Assist with minor bug-fixes within the caller app through ad-hoc changes in production or minor releases
- On a rotational basis, provide on-call support after hours

Service Deployments (20%):

- In coordination with other members of the IT team facilitate monitoring of outages and maintenance windows for service related platforms as it relates to SHNH services
- Assist related firms and contractors in support of programmatic and reporting needs
- Facilitate feature requests and updates to SaaS deployments both through the primary provider and third-party solutions
- Act in a support role, and maintain working knowledge of ticket and outage procedures in support of programmatic needs
- In collaboration with the program and technology teams, update values in the caller app to reflect changes in operational and reporting needs

Data Integrity (10%)

- In coordination with SHNH staff provides reporting from the phone, and caller intake and referral systems to provide reports for both internal and external use
- In coordination with SHNH Project leadership, monitor and ensure accurate data collection

This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties requested by their supervisor or management.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Bachelor's degree in a technology-related field preferred or any combination of related education and experience with a documented record of the ability to perform duties and responsibilities of the position. (Equivalency formula: two years of experience is equal to one year of education.)
- Firm understanding of a variety of server environments, including but not limited to Linux (LAMP), Windows Active Directory(AD) and HyperV virtual environments
- High-level of analytical capability and an understanding of the complexities of our agency technology and infrastructure systems
- Proficient in MS Office including Word, PowerPoint, Excel, as well as Gmail, Google Docs.
- Experience with email marketing and relationship management systems (ex. Mailchimp)
- Working knowledge of content management systems (ex. WordPress).
- Demonstrates initiative, time-management, and the ability to be flexible and creative.
- Ability to receive/accept constructive feedback.
- Commitment to the StrongHearts Native Helpline mission, vision and values.

- A consistent positive solution-oriented response that includes communicating about challenges to the appropriate person in a constructive and productive manner.
- Intentionally and actively fostering positive working relationships and organizational culture.
- Ability to be flexible to work outside of normal business hours.

PREFERRED JOB SKILLS

- Two years experience in related operational support
- High-level of analytical capability and an understanding of the complexities of our agency technology and infrastructure systems
- Ability to perform updates to all agency websites, bug fixes and revision of content.
- Provide consultative IT expertise and works to ensure IT services are delivered efficiently and effectively.
- Responsible for meeting deadlines set by supervisors(s).
- Perform other duties as assigned and within areas of expertise. Exercise discretion and independent judgment in performance of job duties with minimal supervision.

OTHER REQUIREMENTS AND WORK CONDITIONS

- Must currently reside in or near Eagan, Minnesota.
- Ability to read, write and converse in English.
- Valid driver's license required with excellent driving record.
- Demonstrated experience living and/or working in Native communities preferred.
- Must have emotional and physical stamina to tolerate prolonged sitting or standing to deal with a variety of stressful situations. Requires bending, stooping, lifting and carrying objects up to 50 pounds, with or without accommodations.

The above statements are intended to describe the general nature and minimum level of work being performed. They are not intended to be construed as exhaustive of all duties, responsibilities and skills required for the position. The employee will be required to perform any other job-related duties as required by the job objectives, the Director, and the mission, vision and values of the StrongHearts Native Helpline. This description does not modify any employee's at-will-status and is not a contract for continued employment of any duration.

Signature _____ Date _____
IT Assistant

Signature _____ Date _____
Director, StrongHearts Native Helpline



Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address. Apartment/Unit #

City State ZIP Code

Phone: _____ Email: _____

Date Available: _____ Social Security #: _____

Position Applying for: _____

Tribal Affiliation: _____ Enrolled or Descendant: _____ Tribal Enrollment Number: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a crime? YES NO If yes, explain: _____

Are you currently or have you ever been on any federal contracting exclusion list? YES NO

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

References

Please list three professional references.

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO



Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. I authorize The National Indigenous Women's Resource Center to verify employment and conduct a background check.

Applicant
Signature: _____ Date: _____

For an application to be complete, it must contain the following:

1. Completed and signed application
2. Letter of Interest
3. Resume

Please submit all materials in confidence to:

Email: info@strongheartshelpline.org