

POSITION ANNOUNCEMENT IT Systems Support Technician

The National Center for Appropriate Technology or NCAT has been helping people build resilient communities through local and sustainable solutions that reduce poverty, strengthen self-reliance, and protect natural resources since 1976. NCAT is a trusted, practical, connector for individuals and businesses who are working to leave our world better than we found it. NCAT works to foster and promote sustainable technologies and systems, especially for the benefit of economically disadvantaged individuals and communities. NCAT's work includes nationally recognized projects in energy, agriculture, food, and rural development.

NCAT is seeking a full-time IT Systems Support Technician responsible for assisting with day-to-day end user and IT support tasks. The position provides technical support to all NCAT staff around the U.S. We are looking for a self-motivated and detail orientated individual with a passion for IT and a desire to learn.

This is a full time 40 hour/week position at the NCAT headquarters in Butte, Montana. After a training period, the position may be able to work part time in a remote capacity. This position will provide an outstanding opportunity to work with a dedicated and professional staff on a national level.

QUALIFICATIONS: The position requires a minimum of an associate degree in computer science, or a closely related field with three years of relevant experience; or an equivalent combination of education and experience. Must have experience with Microsoft 365 and Microsoft operating systems. Effective communication skills; experience with providing technical support.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Commitment and passion for the NCAT mission;
- Effective listening skills, verbal, and written communication skills;
- Knowledgeable of IT operations, platforms, functions, and terminology;
- Demonstrated mastery of desktop systems and software applications;
- Working knowledge of Microsoft 365 software and administration;
- Ability to problem solve in a technical environment;
- Understanding of corporate network infrastructures;
- Knowledge of backup and recovery methods;
- Understanding of VOIP and Video Conferencing technologies (Audio/Video Hardware, Video Conferencing, Collaboration software);
- Ability to assist users and work effectively with staff in person, over the phone, and through Microsoft Teams;
- Strong organizational and planning skills with attention to detail;
- Ability to work independently and in a team environment;
- Ability to prioritize work assignments and to complete tasks in a timely manner;
- Great customer service and interpersonal skills;
- Interest and knowledge of mission-driven, non-profit organizations;

RESPONSIBILITIES:

- Promote and support NCAT's mission;
- Install, update and troubleshoot hardware, software, and peripheral equipment for NCAT system operations;
- Performs configuration, documentation, testing, modification, and support of hardware and software systems, including desktops, servers, storage systems, network equipment, etc.;
- Provides application and hardware support to users for desktops, laptops, telephone and video conference systems;
- Respond quickly and effectively to users regarding any technical issues;
- Document hardware and software updates, modifications, and fixes;
- Provide proactive and timely updates to peers, staff, and managers as necessary;
- Provide training to end users on hardware, software, and IT related procedures;
- Maintain hardware and software inventory;
- Assist with maintaining and troubleshooting NCAT network resources;
- Provide assistance in monitoring and implementing IT security measures;
- Proactively protects IT Infrastructure against potential security vulnerabilities and threats;
- Performs configuration, documentation, testing, modification, and support of hardware and software systems, including desktops, servers, storage systems, network equipment, etc.;
- Execution of the Company disaster recovery efforts which includes managing backups, restores, simulating hardware failures, documentation, etc.;
- Remains on the forefront of emerging industry practices;
- Collaborate with IT Team on any special projects as needed.

SALARY AND BENEFITS: \$20-24 hourly depending on qualifications and experience. Excellent benefits include flexible schedule, paid vacation, sick leave, and holidays, health, dental, vision, life and disability insurance, a cafeteria and 401(k) plan and a pleasant, professional environment.

APPLICATION PROCESS: Applications will be accepted until a suitable candidate can be identified. Early applications are encouraged. Please explore [NCAT](#) or visit the [ATTRA – Sustainable Agriculture Program](#) website to learn more about NCAT and what we do.

All persons interested in being considered for the position must:

1. [Upload a resume and cover letter](#) through our BambooHR software. Simply choose the position you are applying for and then click “apply for this job” to upload your materials. Don't forget to highlight your experience and skills relevant to the qualifications, skills and responsibilities listed above.
2. Complete the [NCAT Supplemental Application Information](#) form;
Note: Incomplete applications packets will not be considered.

Questions about the application process can be directed to:

Kriss Sullivan, Director of Human Resources

e-mail: jobs@ncat.org

NCAT's mission is to help people build resilient communities through local and sustainable solutions that reduce poverty, strengthen self-reliance, and protect natural resources. Our work brings together diverse

partnerships and communities to help reduce poverty and protect our natural resources. We strive to be a multicultural organization that embraces the rich dimensions of diversity such as race, ethnicity, gender identity, sexual orientation, socio-economic status, age, physical ability, religious or political belief and marital or veteran status. Diversity creates healthy communities. Special consideration will be given to applicants who are reflective of the communities that we serve. NCAT is an Equal Opportunity Employer.

For additional information about NCAT please visit our website at www.ncat.org.

(Updated 1/28/2022)