

Job Announcement

Information Technology Coordinator (Full time)

IRIS (Integrated Refugee & Immigrant Services, Inc., www.irisct.org), is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region and nationally, with a main office in New Haven and a satellite office in Hartford. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, enriching their new communities. IRIS currently serves clients from countries such as Afghanistan, DR Congo, Eritrea, Iran, Iraq, Sudan and Syria. IRIS has an opening for the full-time position of Information Technology Coordinator.

General Description

The Information Technology Coordinator assists with overseeing all core technology requirements and systems for the organization. This includes maintaining servers, desktop and laptop computers, printers, network, hardware and software systems.

Essential Duties and Responsibilities include:

Work with IT Manager to

- Assist with all technology operations (e.g. network security) and evaluate them according to established goals.
- Provide computer and technology support to the organization (both on-site and remotely)
- New user systems set-up and assistance with user training on PC Applications
- Ensure the reliability of Internet connections with ISP
- Configure routers and switches
- Maintain the LAN and wireless network
- Block unknown and un-authorized devices from accessing network
- Control Synology 'Shared Drive' policies and privileges among staff and interns
- Administrate VoIP services (extensions/voicemails)
- Manage and maintain company database
- Inspect the use of technological equipment and software to ensure functionality and efficiency.
- Identify the need for upgrades, configurations or new systems and report to supervisor.
- Refurbish old computers and laptops to be used by IRIS interns and clients.
- Interact with external Database developer
- Any other task assigned by the IT Manager

- Travel to site location as per requirement (Hartford).
- Other duties as assigned

Requirements: Candidates must have:

- Bachelor's degree in computer science or related field and/or 1-3 years equivalent work experience.
- Certification will be an advantage (e.g. CompTIA A+, Microsoft Certified Professional)
- Strong computer and IT skills
- Strong communication skills
- Active directory, Firewalls, LAN/WAN, Backup and recovery, CCTV and PABX, Remote connection
- Strong demonstrated knowledge of and experience with Windows Operating Systems (Window 7, 8 and 10 platform), Mac OSX.
- Basic to advanced programming skills or experience in one or more of the following areas: Microsoft SQL server, Shell scripts, JavaScript, CSS, HTML, asp.net, PHP, Python, C/C++
- Meticulousness and attention to detail,
- Fluency in spoken and written English,
- Ability to handle multiple demands and shifting priorities in a fast-paced environment,
- Awareness and sensitivity to refugee/immigrant experience and multicultural issues,
- Availability to occasionally work at night and on weekends

Candidates must be fully vaccinated against COVID-19 and comfortable coming into contact with other people.

Benefits: Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance. Eligible for 403b retirement plan after 1 year of employment

Compensation: Hourly rate range contingent on experience: \$22 - \$24 per hour

To apply, send an email to our HR-DEI Director at humanresources@irisct.org as soon as possible with the following:

- A subject line that says "IT Coordinator —YOUR NAME"
- A cover letter
- An attached resume with three professional references and contact information.

Applications will be reviewed in the order they are received and until the position is filled.