



Job Description – Technology Support Analyst

Job Title	TECHNOLOGY SUPPORT ANALYST	Department	ADMINISTRATION
Reports To	IT OPERATIONS MANAGER	Salary Range:	\$25 - \$28/HR
FLSA	Non-Exempt	Revision Date:	02/21/23

ABOUT PCRI

Portland Community Reinvestment Initiatives, Inc. is a non-profit community development corporation with a mission “to preserve, expand and manage affordable housing in the City of Portland and provide access to and advocacy for services to our residents”. With over 700 units of affordable housing, PCRI’s unique mix of single-family homes, small multi-plexes and community apartments represents one of the last stable opportunities for low-income households to remain in their vibrant Portland neighborhoods. These homes and apartments are woven into the fabric of their neighborhoods and are a model for eliminating concentrations of poverty.

To accomplish PCRI’s goal of addressing involuntary displacement, PCRI established a displacement mitigation initiative, Pathway 1000, with the sole purpose and intent of slowing and reversing the involuntary displacement of long-term residents previously forced to move from N/NE Portland, and current residents at risk of displacement. Through the Pathway 1000 initiative, PCRI aims to build and create at least 1,000 homes, many of which will be available to purchase. The homes will be located throughout the city of Portland, with the primary focus on the N/NE Portland neighborhoods where displaced families previously resided.

POSITION Summary:

The Technology Support Analyst works under the direction of the IT manager and serves as a liaison between Information Technology Department (ITD) and program departments on matters related to technology support and planning. This position provides analysis and problem-solving, technical assistance and support coordination to staff for computer hardware, software, networking, and applications systems. The Technology Support Analyst interacts with, and coordinates work assignments between, ITD teams and assigned departments. The Technology Support Analyst makes decisions based on independent judgment to resolve a range of complex technical problems. The incumbent provides technical support to customers in a professional manner and maintains goodwill, cooperation, and productive relationships throughout the organization.

JOB SCOPE:

The Technology Support Analyst works closely with the Senior Leadership Team, Managers and line staff of the organization in providing daily support in the areas and policies of IT. This position is in the office environment and not a work remote position.

This is a part-time position from the hours of 10am – 2pm, Monday-Friday. Hours may be flexible.

Essential Functions:

- Functions as the key contact for all requests from a broad range of users for technical support at a designated location.
- Analyzes and resolves computer hardware, software and network issues, repairs user workstations, modifies configurations, replaces faulty components and rebuilds complete systems on a variety of platforms.
- Maintains records of work activities and documents recurring and reports difficult or complex problems; identifies trends, recommends solutions and resources to IT team.
- Answer email and phone calls made to the ITD and troubleshoot IT related issues.
- Update, catalog and upkeep user hardware lists, inventory, and supplies.
- Distribute equipment and office supplies in a timely manner.
- Support users in areas of:
 - Printer issues
 - Desk phone issues
 - Work Cellphone issues
 - Desktop application issues
 - Desktop hardware malfunctions.
 - Desktop Software issues and installation.
- Organize, update and upkeep user information in business partners portals:
 - Comcast Business Voice Edge (Desk phones provider)
 - Samsung Knox Manage (Cellphone Security/Apps manager)
 - Canon (Printers and Faxes)
 - T-Mobile (Cellphone signal and hardware provider)
 - Swipe ON (iPad software)
 - Pitney Bowes (Postal Machines)
- Purchase equipment and office supplies as requested by IT manager.

Education and/or experience:

High School Diploma or GED is required. Associate degree in computer science related discipline (preferred). Individuals currently pursuing an education in a computer science related discipline encouraged to apply. Three or more years of work experience with automated systems in a complex network environment. Successful experience working in an end-user, customer facing role in a troubleshooting capacity is required.

Preferred Qualifications:

- Support a variety of users with divergent needs and skill levels.
- Translate user needs into viable solutions.
- Work independently and as part of a project team.
- Work collaboratively to make necessary decisions and respond to emergency situations effectively.
- Communicate technical and complex information in verbal and written form.
- Accurately troubleshoot and diagnose technology issues in a complex networked environment.
- Work occasional long hours and weekend work.
- Set up the technology necessary for workshops, in person meetings, conferences and other staff and public organizational events.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Certificates, Licenses, Registrations:

Must have and maintain a valid driver's license and be able to pass a driving record check as determined by PCRI criteria, and also must have access to a vehicle and maintain personal automobile insurance which meets PCRI guidelines. Must be willing to attend mandatory classes for licensing and / or continuing education.

Compensation / Benefits:

Salary is commensurate with qualifications and experience. PCRI provides a generous benefits package that includes 10 days of paid Vacation after the completion of one year of employment that increase over time to 20 paid days, 9 days of paid Sick Leave and 3 days of paid Personal Time Off, 11 paid holidays, employer-paid health coverage (medical, dental, vision) that requires a minor contribution for employee if dependents added to plan, Long Term Disability Insurance, 403(B) employer match contribution of up to 3% of employees annual salary. Voluntary benefits include: Life Insurance, Short Term Disability insurance, critical and accidental insurance.

Work Environment / Company Values

PCRI is a fast-paced, highly engaged work environment. We strive to communicate effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities and cultural backgrounds. We actively seek opportunities for professional development for our staff and promote a willingness to change for continual improvement.

PCRI is an EEO employer committed to the inclusion of all people in our workplace and programs.

Work pressure and interruptions occur regularly. Project implementation responsibilities, daily tasks, and problem resolution activities must be prioritized and managed effectively and efficiently. Involves ongoing exposure to constantly changing physical and ergonomic environments. Ability to respond quickly to emergencies and special user requests in a dynamic, networked environment; and communicate effectively with distraught or reactive individuals. Ability to lift and work on equipment that may be located in tight or poorly lighted spaces. Lifting and moving of end-user computing devices weighing up to 40 lbs. is sometimes required.

Undergoing and passing a pre-employment criminal background, drug test and physical exam is required.

Reasonable Accommodations:

To perform this job successfully, an individual must be able perform each essential function and the physical demands satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application Process:

Interested candidates should submit a resume and a cover letter addressing qualifications for the position, to the attention of Tiana Barnett, HR Assistant. PCRI, 6329 NE Martin Luther King Jr. Blvd, Portland, Oregon, 97211, by email at jobs@pcrihome.org, or fax to (503) 943-2844. This position is open until filled. Please note that only those candidates selected for an interview will be contacted.