

IT HELP DESK TECHNICIAN

SALARY RANGE: \$45,000 to 60,000

FLSA: Exempt

LOCATION: Boston

CONTACT: jobs@naca.com or 617-250-6222 ext.1221

BENEFITS: Comprehensive package: single/family health, vision, dental, 401(k) and more

Website: www.naca.com

NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with over two million Members through over forty-five offices nationwide. Over the past thirty years NACA has established a track record that has earned both the respect and fear from others in the lending industry. NACA stands out in the following areas: 1) It is the most effective organization in the country in providing affordable homeownership; 2) It is the place to work to fight for economic justice for those dedicated and willing to work hard; and 3) It provides unprecedented opportunities for staff to do well financially by doing good.

Started in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals that engaged in predatory and discriminatory lending. NACA's success is a result of its aggressive, confrontational advocacy and state-of-the-art systems and operations. The purchase program provides comprehensive counseling as HUD's largest housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage: no down payment, no closing costs, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has over \$15 billion in mortgage commitments from the country's largest lenders to support this program. Through its HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this track record of success, NACA is undertaking rapid expansion across the country with the hiring of many additional staff nationwide. NACA continues its aggressive advocacy in fighting for economic justice for low- to moderate-income people and communities. In addition to affordable homeownership, NACA takes on economic justice issues such as student debt, tax equity, income inequality, environmental and other issues. Employees at NACA have a tremendous impact on the communities and the Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

IT HELP DESK TECHNICIAN

The IT Help Desk Technician ("ITC") role is to ensure proper computer operation so that end users can accomplish their business tasks.

JOB RESPONSIBILITIES

1. Operational Management

- Receive system help requests from end users and follow through to final resolution according to priority and escalation of task
 - Ability to apply diagnostic utilities to aid in troubleshooting system problems
-

- Proven analytical and problem-solving abilities
- Knowledgeable of software and hardware used and supported by NACA
- Install and upgrade software and hardware system features, implement backups and configures systems and applications
- Perform preventative maintenance on workstations, printers and peripherals

2. Strategy and Planning

- Evaluate documented resolutions and analyze trends for ways to prevent future problems

3. Effective Communication

- Speak and listen effectively
- Effective written and oral communication
- Complete reports as needed
- Strong interpersonal skills
- Perform all other job duties as assigned

TIME DEMANDS:

Must be able to meet the demands of the job that consists of 50+ hours a week:

- Typical working hours are: 8:30 a.m. to 6:30 p.m.
- Work weekends during training sessions, national events, and other activities
- Other time as needed

COMPENSATION:

The salary range is \$45,000 - \$60,000+ based on experience, skills of the candidate, and other factors. The ITC's performance evaluation and future compensation is based on meeting the above requirements, providing the competencies stated below, and the effectiveness of the ITC.

JOB QUALIFICATIONS:

NACA seeks leaders with a positive and open attitude, a strong work ethic and relentless commitment to success with attention to detail and ability to meet aggressive deadlines and ambitious goals. S/he is expected to have a high level of core competencies and skills included in one's personal characteristics and professional experiences in the following areas: communication, organizational skills, professional skills, professionalism, customer service, time management, positive leadership, computer skills and being mission-driven. The **Core Competencies & Skills** are described in detail at www.naca.com.

Education:

- High School Diploma or equivalent
- Undergraduate degree with concentration in Computer Science
- 3-5 years of equivalent work experience in the IT area

Skills/Experience:

- Knowledge of basic computer hardware, including Desktop and Laptop PCs
- 1-2 years of experience with server operating systems
- 1-2 years of experience with application support experience with Internet Explorer, Adobe Acrobat Reader and Microsoft office

- 3-5 years of working experiences with programming languages such as: PHP, ASP, and basic SQL structure
- Must be willing to Advocate
- Must be willing to travel

APPLICATION PROCESS

Applicants must complete the application at www.naca.com.

NACA is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in Spanish, as well as second change applicants are strongly encouraged to apply. To follow-up and for inquiries regarding this and other positions contact NACA's HR Department at jobs@naca.com or call 617-250-6222 ext.1221.