



Diverse & Resilient

## IT CONSULTANT (PT)

### **POSITION SUMMARY:**

The IT Consultant provides IT support to all programs within the agency. This contractual role is responsible for addressing, updating, and problem-solving IT-related systems and issues.

In achieving the organization's mission of addressing the healthy development of LGBTQ youth and adults in Wisconsin, the IT Consultant partners with the staff, administrative and management teams to support all hardware, software, and networking needs.

**REPORTING RELATIONSHIP:** Reports to Director of Prevention Services

### **ESSENTIAL FUNCTIONS:**

- Create system for direct assistance requests for IT-related problems, including priority ranking and completion input
- Establish written, living, user-friendly operations manual for D&R as an organization - with specific, ongoing access & instruction details
- Work with individual staff to review software & hardware used by each person and team, assisting them to create or maintain similar specific IT-sustainability plans on a team basis
- Document and record systems upgrade schedule
- Research, evaluate, & propose new software or hardware for better cost-effectiveness or ease of use
- Conduct assessments to identify business needs that can be solved through computing technology and support business strategy
- Train staff on any IT-related needs
- Ability to work independently
- Adhere to established service standards of cultural humility and reinforcing those standards with peers
- Maintain knowledge of IT industry trends and product knowledge
- Maintain the telephone system and mobile technology

### **SPECIALIZED KNOW-HOW & REQUIREMENTS:**

- Sharing a commitment to Diverse & Resilient's mission to achieve health equity and improve the safety and well-being of LGBTQ people and POC communities in Wisconsin
- Experience working within Black and Brown LGBTQ communities

- Excellent detail-oriented organizational and problem-solving skills
- Knowledge of IT networking, with additional skills in hardware, software, and infrastructure
- Combination of advanced experience and educational background to show an understanding of IT solutions
- Ability to ensure confidentiality with staff and client data
- Cooperative, friendly, and helpful attitude with others. Ability to work closely with others to ensure a dignified, constructive environment throughout the agency.

#### **COMPUTER SKILLS:**

- Adept with IT network configuration, systems security, user account management
- Skilled in technical trouble shooting and resolution of hardware and software issues
- Skilled in computer configuration, set-up, and deployment
- Proficient with multiple computer applications e.g. Evaluation Web, Formstack Surveys, Bamboo HR (helpful but not required)
- Proficiency with Office 365 Business

#### **MENTAL/PHYSICAL REQUIREMENTS**

- Sit or stand for the majority of a normal workday.
- Maneuver between floors of an institution using stairs
- Lift and move up to 25 pounds
- Ability to reach above shoulder level for filing or gathering health data and records in clinical facilities
- Ability to reach with hands and arms, stoop, kneel, crouch, or crawl

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#### **Compensation**

Compensation is negotiable based on experience and technical skill with an anticipated average of 10 hours of services per week.

#### **Equal Opportunity Employer**

Diverse & Resilient is an equal opportunity employer. It is our strong belief that equal opportunity for all employees is central to the continuing success of our organization. We will not discriminate against an applicant for employment because of race, religion, sex, national origin, ethnicity, age, physical disabilities, political affiliation, sexual orientation, color, gender identity characteristics or expression, marital status, veteran status, or medical condition (e.g., AIDS, cancer). We strongly encourage LGBTQ, women, People of Color and People with Disability to apply.

#### **To Apply:**

To apply, send resume and a brief letter of interest to Kofi Short, Director of Prevention Services at [kshort@diverseandresilient.org](mailto:kshort@diverseandresilient.org) or Diverse and Resilient, 2439 N Holton St, Milwaukee, WI 53212. No phone calls please.