

Information Technology Specialist

Part-Time: 25-30 hrs/week

Pay: Competitive and commensurate with experience

Northwest Autism Center (NAC) is a non-profit organization located in beautiful downtown Spokane, WA. NAC exists to support, facilitate and build accessible and comprehensive community-based approaches to help children and adults with autism spectrum disorders in the Inland Northwest. We provide comprehensive applied behavior analysis treatment through clinic and community based settings.

At this time, we are seeking an experienced IT professional to join our team! This position will primarily be responsible for providing leadership for the NAC IT function, and being the main point of contact for all NAC IT-related issues. Duties include (but are not limited to) installing, configuring and repairing the IT hardware, software, and services required by NAC, as well as providing technical advice, support, and training to system users. This position will also represent the IT function at leadership meetings, provide system administration for the NAC website, and identify and procure the hardware and software needed to satisfy user requirements.

Essential Job Duties:

To perform this job successfully, an individual must be able to satisfactorily perform each of the essential duties/responsibilities listed below. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties/responsibilities of this job.

- Handle all aspects of NAC's IT needs and all IT support requests in a timely and accurate manner.
- Understand support problems, analyze problem data, and determine appropriate solutions.
- Maintain problem documentation and their resolution procedures for reference.
- Plan and complete daily assigned tasks within deadlines.
- Maintain confidentiality and security of company data and systems in accordance with appropriate governmental regulations and industry standards, including HIPAA. Report any issues to NAC HIPAA Compliance Officer.
- Report system downtime and performance issues to designated management staff.
- Assist with the development and maintenance of standard operating procedures to meet business operations and service level agreements.
- Procure, install, configure, and maintain software and hardware systems, as well as other IT services, as required.
- Identify and manage relationships with IT vendors in order to present solutions that provide maximum value to NAC.
- Manage licensing for NAC software and IT services.
- Provide system administration for the NAC website, as needed.
- Assess potential risks and technical challenges, and prepare appropriate mitigation plans.

- Provide timely on-boarding and off-boarding of employees on various systems as personnel changes are made.
- Assess potential risks and technical challenges, and prepare appropriate mitigation plans. Implement appropriate backup systems.
- Conduct IT related trainings to new hires, users, and technical and management teams as needed.
- Analyze system issues and provide resolutions.
- Recommend process improvements to ensure system reliability, scalability, HIPAA security, integrity, and performance.
- Work in compliance with organizational safety and quality standards.
- Participate as member of NAC Planning, Leadership, & Management (PLM) team to represent the IT function of the organization, reporting problems and making recommendations accordingly.
- Acquire and maintain any certifications/trainings required to ensure organizational HIPAA compliance regarding data management and security.

Qualifications:

- Bachelor's Degree in MIS or other technical field required. *(Will consider candidates with no degree if he or she holds CompTIA A+ certification or higher.)*
- A minimum of 5 years Help Desk and Network experience required, with at least 2 of those years in a HIPAA-regulated environment. Experience must be recent (within the last 7 years), and include thorough knowledge and understanding of Microsoft Windows networking, Microsoft Office, and Office 365 administration. (IT leadership experience highly desired)
- The ability to identify, master and implement new systems and technologies in response to rapid organizational and technological change required.
- Wired and wireless network management experience required.
- Experience managing required infrastructure services such as email, antivirus, domain names, and DNS service required.
- Experience with wide area networks, including site-to-site and remote access VPNs highly desired.
- CompTIA Security+ certification (or equivalent) highly desired.
- Experience with enterprise management of Apple iOS devices desired.
- Experience administering telephone systems, especially VOIP service, desired.
- Website maintenance experience required.
- Experience with technical writing for documentation and/or instruction required.
- Must have working knowledge of common information technologies and systems, and be able to troubleshoot common IT problems.
- Must have the ability to manage multiple projects simultaneously while maintaining high customer service standards.
- Must be able to communicate complex concepts to a general audience in both written and oral format.
- Must be able to work independently with strong time-management skills, to include task list creation, completion, and follow-up communication.
- Strong leadership, interpersonal, and organizational skills required.



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To apply for the INFORMATION TECHNOLOGY SPECIALIST position, please submit the following information and any job inquiries to hr@nwautism.org – **no phone calls please.**

- One page cover letter (PDF or .docx only)
- Resume (PDF or .docx only)
- Two or three professional references that will be contacted prior to job offer, if applicable

Northwest Autism Center is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.