



DANenet Full-Time IT Support Technician

OVERVIEW: This is a full-time (FTE) position requiring fieldwork in the Madison area. DANenet is a Madison-based non-profit that focuses on providing digital equity through affordable, professional IT/Tech services to other nonprofits in Dane County. DANenet Support Technicians offer remote and on-site IT/tech services to over 100 nonprofit client agencies throughout Madison and Dane County.

Duties

- Traveling to client sites to perform tech/IT work/consulting as needed.
- Client meetings (remote & on-site) to analyze/resolve software, hardware, or network problems.
- Troubleshooting, analyzing, diagnosing, and problem-solving a wide variety of technical issues
- Consulting with clients to determine best options for addressing their short- and/or long-term technical needs in respect to their budget.
- Training client agency staff on new software/hardware features as needed.
- Creating and maintaining client IT support documentation.
- Assisting other Technicians in the implementation of large or complex networks/projects.
- Analyzing requirements for new/enhanced services.
- Assisting in the development of and migration to new services.
- Collaborating with other Technicians to share tasks and solve more complex IT problems.
- Install network equipment as needed, including conduits and indoor/outdoor wiring systems.
- Resolve technical issues related to network, wireless, or server interruptions.

Qualifications

- Degree in computer science or related technology field is preferred but not required
- 3-5 years of relevant experience in a customer-focused position involving IT/Tech Services
- Professional written and interpersonal skills are essential
- Ability to prioritize, manage, and document multiple projects efficiently and thoroughly
- Extensive experience working with Windows, Windows Server, and hopefully some Mac OS
- Experience with management of Microsoft 365 and Google Workspace
- Ability to independently plan and implement projects, problem-solve unexpected issues, and ask for help if it can expedite your progress
- Commitment to leaving every workstation and job site you interact with in better condition than when you arrived
- Time-management skills and the ability to establish reasonable and attainable deadlines
- Comfort with telling clients you don't know all the answers, but you'll do your best to find out
- Must have reliable transportation as travel throughout Dane County is required (we will reimburse you for mileage and travel time)

Hourly wage is \$25-\$35/hr, depending on experience. 32-40 hrs/wk with a somewhat flexible schedule, primarily during weekday business hours (9-5) with optional evening/weekend remote work. Healthcare coverage, generous PTO, and retirement option after six months. For more information or to submit your cover letter and resume, please email Shawn Steen (she/her) via hiring@danenet.org.

DANenet is strongly committed to diversity, inclusion, and equity in everything we do.

