

## **DANenet IT Support Field Technician**

OVERVIEW: This can be a part-time (20-30hrs/wk) or full-time (32-40hrs/wk) position. DANenet is a non-profit that focuses on providing digital equity through affordable, professional IT/Tech services to other nonprofits. DANenet Support Technicians offer remote and on-site IT/tech services to over 100 nonprofit clients throughout Madison and Dane County. Reliable transportation required; mileage reimbursed.

### **Expected duties may include:**

- 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.

### **Preferred 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, friendly, and patient 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
- Interest in learning new technologies and sharing your knowledge with others
- Time-management skills and the ability to establish reasonable and attainable deadlines
- Must have reliable transportation as travel throughout Dane County is required

Hourly wage is \$25-\$35/hr, depending on experience and qualifications. Somewhat flexible schedule, primarily during weekday business hours (9-5) with optional evening/weekend remote work. Healthcare coverage, generous PTO, paid professional development opportunities, and retirement option after six months. We are looking for outgoing and truly helpful IT Support folks who care about helping the community. For more information or to submit your cover letter and resume, please email Shawn Steen (she/her) via [hiring@danenet.org](mailto:hiring@danenet.org).

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

