

DANenet IT Support Field Technician

Updated 1/8/2026

OVERVIEW: This is a full-time, hourly position for an experienced IT support professional with exceptional time management and end-user/customer service skills. [DANenet](#) is a non-profit that focuses on providing digital equity through affordable, professional IT/Tech services to over a hundred other nonprofits in Dane County. DANenet IT Support Field Technicians schedule and perform remote and on-site IT/tech support services to our nonprofit clients during regular weekday hours. Reliable transportation required; mileage reimbursed.

Responsibilities:

- Efficiently scheduling and managing your client appointments (remote & on-site).
- Traveling to client sites throughout Dane County to perform scheduled tech support, repair, installation, consulting, and training as needed.
- Troubleshooting, analyzing, diagnosing, and problem-solving a wide variety of technical issues in relation to Windows 11, computer software, operating systems, hardware, and networking.
- Performing tech equipment installs (indoors and outdoors) that involve basic trade skills like using a ladder and power tools, mounting equipment, pulling cable, making/patching holes in walls/ceilings, etc.
- Regularly consulting with clients to determine best options for addressing their short- and/or long-term technical needs in respect to their budget.
- Providing training to clients on software/hardware features as needed.
- Creating and maintaining client IT support documentation.
- Assisting other Technicians in the implementation of large or complex networks/projects.
- Assisting in the development of and migration to new services.

Required skills/experience:

- At least 2 years experience providing professional help desk and desktop support to end users
- Broad knowledge of Windows 10/11, computer software, hardware, networking and VoIP technology
- Active Director, Microsoft 365, and Google Workspace set-up/admin experience
- Experience with admin of Windows, Windows Server, and hopefully some Mac OS
- Professional written and interpersonal communication skills
- Strong project planning, management, and documentation skills
- Ability to problem-solve unexpected issues with patience and professionalism
- Interest in learning new technologies and sharing your knowledge with others
- Valid driver's license and reliable transportation required, as this is a field position
- Degree in computer science or related technology field preferred but not required

Starting 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. Health/dental/vision insurance, 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.

Email Shawn Steen (she/her) via hiring@danenet.org for more information or to submit your cover letter and resume (both must be included and cover letter must highlight specific experience relevant to posted required skills/experience). **Deadline for application is 5pm Sunday February 22, 2026.**

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