



August 22, 2024

**IT Helpdesk and Training Specialist
(IT Team - Helpdesk Job Posting)
Administration Unit**

GBLS is an Affirmative Action / Equal Opportunity / Accessible Employer and strives to ensure that our staff members reflect the diversity of the communities we serve.

Greater Boston Legal Services seeks a highly motivated and skilled IT Helpdesk & Training Specialist to join our IT team. The IT Helpdesk & Training Specialist provides technical support & training to our staff of lawyers, paralegals, administration, students, volunteers, and board members in-person and remotely.

Duties Include:

- Troubleshooting and support of all network components & systems in a Microsoft environment including Microsoft Office 365: Word, Excel, SharePoint, OneDrive and Teams (desktop and cloud-based), Windows 10 & Active Directory; Surface and Dell laptops, VOIP phone system, printer/scanners, and audio video conferencing equipment
- On- and off-boarding staff – computer imaging and configuration, VOIP and remote phone configuration and technology orientation
- Maintaining Helpdesk request system including documenting all current known issues and fixes
- Imaging laptops and configuration of specialized software
- Maintaining a hardware and software inventory database and scheduling annual recycling of retired equipment
- Assisting staff with hybrid meeting preparation, testing AV equipment, and scheduling staff preparation meetings
- Maintenance of Office 365/Active Directory user groups
- Developing technology curriculums and maintaining a video training library
- Offering regularly scheduled in-person and remote technology training
- Researching new technologies that improve the user experience

Qualifications:

The IT Helpdesk & Training Specialist provides professional technical support by communicating clearly and positively with staff. The successful candidate needs both hard and soft skills to perform their duties.

- Two years of collective experience working in a helpdesk and training role, assisting users with a range of computer skills/proficiency both in-person and remotely
- Demonstrated proficiency & experience using and supporting the Microsoft Office 365 suite, including Word, Excel, PowerPoint, SharePoint, OneDrive, and Teams
- Demonstrated proficiency and experience developing video-based user technology training
- Ability to work independently in a diverse workplace and within a dynamic multigenerational environment
- Prior experience in positions showing the ability to prioritize work, multi-task and handle multiple responsibilities
- Strong attention to detail, accuracy, and presentation
- Enjoy working in a team environment
- Experience working in a legal environment a plus
- Experience with LegalServer case management system a plus
- Prior experience working with a legal services/aid organization a plus
- Basic software programming ability and Basic HTML a plus
- Is technology-curious and enjoys solving technology puzzles a plus

This position is unionized, with salary based on a union scale and additional compensation for increased years of experience. Currently, an applicant with 4-6 years of work experience would earn \$54,000 - \$56,000 per year. The union contract also provides for annual salary increases. There is an additional payment of \$950 annually for a second language ability, if applicable. GBLS offers a generous benefits package, including 98% employer-paid health insurance, retirement contributions, and generous PTO (paid time off) leave. GBLS is a hybrid working environment.

Candidates should submit a cover letter and resume to GBLS Human Resources Department via e-mail at jobs@gbls.org. Please refer to the Job Code: **IT-Helpdesk** when applying for this position. Applications will be reviewed on a rolling basis after **September 8, 2024**, and until the positions are filled.

GBLS encourages applicants from a broad range of backgrounds and experiences