Technical Support Specialist
Position Description

Who are we?

[CareerWise Colorado](#) creates life-changing opportunities for the youngest generation of America's workforce by building an industry-led, student-centered modern youth apprenticeship system. Modern youth apprenticeship melds classroom and on-the-job learning into flexible, alternative pathways to economic mobility. Today, there are hundreds of CareerWise apprentices in the workplace, charting new paths to academic and career success. In addition, workforce and education leaders from across the country have visited CareerWise to learn about our youth apprenticeship model. As a result, CareerWise programs have launched in multiple states, leveraging CareerWise's technology, infrastructure and institutional knowledge.

About the role and team:

- The Technical Support Specialist will work closely with functional leaders and organizational units to identify, develop, and deploy new business processes through IT and software. This person will be both technical project manager and IT administrator.
- Day-to-day, this person is responsible for executing on general configuration, support, maintenance, and improvement of all CareerWise devices, system hardware, and software.
- The role sits on the CareerWise USA team and will report to Alex Peek, Director of Technology.
- The role is based in Denver. For now, staff may work remotely or in the office. Starting in 2022, our team may be required to be onsite a maximum of two days per week, but staff will receive at least 60 days notice of any requirements. Some weekends and/or after hours support may be necessary.

Key responsibilities are likely to include (but may not be limited to):

- Installs, modifies, updates, and makes minor repairs to computer hardware and software systems
- Resolves tech tickets generated by internal staff, often consulting with these users to determine hardware and software needs
- Report regularly on new tickets being created, tickets in progress, and advise on, strategies to solve any issues more quickly, or address larger trends
- Document system performance, user logs, bugs, and debugging
- Studies and familiarizes self with organization's technical applications to enhance effectiveness of support and training
- Assist Director of Technology in creating training materials pertaining to computer troubleshooting and usage
- Ensure systems are secure by SANS 20 and GDPR compliance by developing, maintaining, and regularly auditing internal data security
- Demonstrate proficiency in the use of online and remote-connecting software
- Serve as the primary system administrator for company wide softwares and support the Salesforce Administrators with user tickets
- Work with the Director of Human Resources to onboard and offboard employees, ensuring necessary tech is available to new staff, and mitigating risk when employees leave organization
- Effectively act as the liaison between our users and vendors like Comcast and Xerox
- Manage day-to-day technical requests in a timely manner
- **Other duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

What will you bring to this role?

- 2+ years experience working in desktop support
- 1+ year maintaining and troubleshooting devices and systems, both hardware, and software
- Operate well in an environment with high levels of change and ambiguity
- Demonstrates a positive attitude, even in high stress situations
- Strong self awareness and awareness of time and urgency; has ability to establish reasonable and attainable deadlines for resolution
- Service orientation; can build relationships easily and instill confidence in stakeholders
- High attention to detail and process oriented
- Approach problems strategically and with holistic thinking
- Can apply creativity to technical problems
- Understands and applies effective methods for uncovering the root cause of problems and/or users' needs.
- Can not only see problems, but is also able to see and communicate possible solutions or alternate outcomes
- Is resourceful and self-driven
- Ability to distill technical concepts and effectively explain/share with non-technical stakeholders
- Diverse lived experiences and ability to honor and appreciate those of others.
- Demonstrated appetite to engage with DEI (Diversity, Equity, and Inclusion) - type work and/or conversations.
- Demonstrated passion for the CareerWise mission and ability to deeply understand the complexities of the youth apprenticeship system that CareerWise is building.

Compensation & Benefits: Salary range for the role is $50-60K. Title and salary will be commensurate with skill level and applicable experience. We offer a generous benefits package including group medical, dental, and vision plans, short-term disability, 100% vested 401k Plan with a 3% employer contribution, and Flexible Time Off to name a few!

Sound interesting?
Send resume, cover letter, salary requirements, and LinkedIn profile to:
Alex Peek at alex.peek@careerwiseusa.org. We look forward to hearing from you!

We are an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply. If you need assistance or an accommodation due to a disability, you may contact us at careers@careerwisecolorado.org. CareerWise is an Equal Opportunity Employer.