JOB ANNOUNCEMENT

Technology Assistant

ABOUT THE NETWORK: The California Child Care Resource & Referral Network (Network), a nationally recognized non-profit membership organization, addresses the needs of parents and child care providers throughout California. The Network works with 69 local resource and referral agencies (R&Rs), divided into four regions: North, Greater Bay Area, Central Valley, and South, to inform parents and the general public about quality child care, assist child care providers to serve their communities, and encourage positive policy changes on the local, state, and federal levels.

Established in 1980, the Network provides leadership and vision for the continuous development and improvement of resource and referral services statewide, helping to build, support, and advocate for, a quality child care system that supports the diversity of families and children in every community in California. For more information about the Network, please view the Web site at http://www.rrnetwork.org.

POSITION AVAILABLE:	**Technology Assistant**
	Full-time: 37.5 hours / week, Monday through Friday
	Non-exempt
	$40,000 to $45,000/year DOE
	Benefits Include: Health and Dental Insurance
APPLICATION DEADLINE:	**Open until filled**

POSITION OVERVIEW: The Technology Assistant is a non-exempt position reporting directly to the Database Program Manager. The Technology Assistant will be working with various aspects of our technology infrastructure. Duties will include the purchasing, installing and setting up of computers, being the webmaster for the Network's website, assisting the Database Program Manager in supporting local member agencies with our statewide database, supporting staff in their use of webinars, video conferencing, and social media platforms, working on the telecommunications system that includes a chat service, and purchasing and installing other office equipment.

JOB RESPONSIBILITIES:

IT Administration
The agency has a 25 computer LAN (local area network) system located at the agency's main office. A primary responsibility of this position is to maintain these computer resources. These responsibilities include:

- Maintain LAN client computers including updating Microsoft patches
- Troubleshooting LAN client computers when needed

- Maintain current inventory of computer equipment, software and licenses
- Work with computer consultants as necessary to maintain agency computer resources
- Make recommendations of acquisition of computer equipment and software
- Provide Technical Assistance to regional offices
- Make sure data is backed up on a regular schedule
- Install software on computers
- Insure that virus and spyware definitions are up to date throughout the LAN
- Install and maintain hardware peripherals

Website Coordination
This position serves as the webmaster for the agency's website: WWW.RRNETWORK.ORG

The Technology Assistant is responsible for maintaining this website including:
- Coordinating with program staff to obtain site content
- Editing content provided by program staff
- Publishing content provided by program staff
- Troubleshooting site as needed including working with site host
- Making recommendations to program and agency management in terms of the structure, content and administration of site

Office Equipment Procurement
The Technology Assistant is responsible for the procurement and maintenance of all office equipment to assure that appropriate equipment is available and functioning to meet the needs of the agency. This includes:
- Maintenance of the copy machine
- Maintenance of the postage meter
- Maintenance of the phone/voice mail systems
- Coordination between equipment vendors and agency
- Work with Fiscal Office staff in procurement of equipment

JOB QUALIFICATIONS:
A successful Technology Assistant has technical aptitude and enjoys assisting others. They have excellent communication skills and keep up-to-date on the latest developments and trends in the industry. They must be reliable workers and comfortable working with minimal supervision. Specific qualifications include:
- Advanced computing skills
- Knowledge of various server and client operating systems
- Knowledge of various application programs including Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft SQL Server, Adobe Acrobat, and WordPress
- Experience with website management
- Experience using multiple social media platforms
- Experience using webinar and video-conferencing technology
- Ability to communicate technical procedures and information with patience to non-technical persons, both orally and in writing
- Ability to lean/crawl behind and underneath desks, stands, and equipment
- Ability to lift and carry objects up to 40 pounds such as computers
- Ability to take initiative and work independently

- Demonstrated ability to set priorities and manage multiple tasks
- Must be detail oriented and well organized
- Interest in child care / human services preferred

APPLICATION PROCESS:
Please send a cover letter indicating the position for which you are applying, and a resume to CCCR&RN, 1182 Market Street, Suite 300 San Francisco, CA 94102, Attn: Gretchen Schwab, Database Program Manager, gschwab@rrnetwork.org. Candidates chosen for interviews will be required to submit a completed application form prior to interview. The application form can be obtained from the Network's Web site at www.rrnetwork.org.

California Child Care Resource & Referral Network is an Equal Opportunity Employer.