



## **IT Technician**

### **Change Lives and Transform Communities – Join Our Technology Team!**

Neighborhood Legal Services of Los Angeles County (NLSLA) provides free assistance to over 160,000 individuals and families each year through innovative projects that expand access to justice. We see the law as a powerful tool for social change and we're looking for passionate individuals to help us fight for justice.

We value diverse perspectives and experiences, and we believe that a strong community is built through inclusivity. NLSLA is proud to foster an environment that welcomes individuals from all backgrounds and abilities, and we encourage all qualified candidates to apply.

#### **About the Role**

The IT Technician provides day-to-day technical support across NLSLA locations and for remote employees. The IT Technician ensures the proper functioning of all NLSLA technology systems and assists in the development and delivery of the program's IT services.

In this role, you would report to the Director of Technology. This position is part-time and non-exempt, with an anticipated schedule of 20 hours per week, Monday through Thursday. Specific hours are negotiable, and additional hours may be considered based on candidate interest and organizational needs.

#### **What You'll Do**

- Assist in selection, testing, configuration, and deployment of end-point software and any enterprise applications and systems.
- Configure, install, and deploy end-point devices with Intune as part of our Cloud strategy.
- Support provisioning/deprovisioning users, license assignment, and Intune compliance.
- Enforce various cloud policies, including MFA, Conditional Access, device compliance, retention, etc.
- Monitor and update Endpoints through the Microsoft Azure Environment.
- Help with setting up and maintaining network connectivity.
- Maintain computer systems, including upgrades and configuration as needed.

- Maintain inventory of all technical equipment, software, and licensed users.
- Provide technical support to users across the organization whether in person or remotely.
- Provide support on third-party products and services.
- Support VPN, firewall, and multi-office support.
- Keep up to date with new systems.
- Provide technical support for NLSLA's online case management system, LegalServer, in collaboration with the Database Specialist.
- Train users on new products and support knowledge base for staff training.
- Provide technology onboarding to new hires.
- This position requires in-person presence four-days per week and travel to NLSLA program offices, courthouses, and other locations throughout Los Angeles County may be required.

### **What You'll Need**

- At least three (3) years of relevant IT experience.
- Degree in Information Technology, Computer Science, or related field, or 5 years of relevant IT experience.
- Solid knowledge of Windows PC; Microsoft Intune/Endpoint Manager; Entra ID (Azure AD); Exchange Online; and Microsoft applications including Teams, SharePoint, One Drive.
- Resourcefulness and quick thinking to troubleshoot technical issues as they arise.
- Prior experience and familiarity with information security.
- Prior experience in positions which demonstrated the ability to prioritize work, able to multi-task and handle multiple responsibilities.
- Prior experience working with remote or hybrid work environments.
- Strong interpersonal skills, flexibility and the ability to work effectively in high pressure environment in a mission-driven organization.
- Passion for NLSLA mission and demonstrated commitment to advocating for the legal rights of low-income individuals.
- Passion, empathy, and compassion for supporting people from different lived experiences.

### **Bonus Points**

- Prior experience working at a legal aid or non-profit.
- IT Certifications (e.g. Microsoft Certified Professional).

## Why You'll Love Working with Us

At NLSLA, we believe in supporting our staff as they grow in their careers and live balanced lives. We offer:

- **Competitive Salary:** \$38.46 – \$43.96 per hour (Full-Time Equivalent: \$70,000 – \$80,000 annually), based on experience.
- **Generous Time Off:** 15 paid holidays, 2 to 5 weeks of vacation depending on seniority, and 12 days of sick leave.
- **Comprehensive Benefits:**
  - Medical, dental, and vision insurance with a variety of plan options.
  - Basic Life and AD&D Insurance, Long-Term Disability Insurance.
  - 403(b) retirement plan with employer contributions and options for voluntary contributions.
  - Monthly bilingual supplement for qualified employees.
- **A Culture of Inclusion:** We are committed to fostering a respectful, inclusive work environment where everyone can thrive.
- **Perks:** Technology reimbursement to help you stay connected and equipped to do your best work.

## Apply Today

Are you ready to make a lasting impact on the lives of vulnerable families in Los Angeles?

Apply now to join our team and be part of a mission-driven organization dedicated to justice and equity. [Click here to apply](#). Please provide a cover letter, resume, and writing sample on the application.

We are excited to hear from you!

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## Equal Employment Opportunity Policy

NLSLA is committed to provide a work environment that respects the dignity and worth of each individual and is free from all forms of employment discrimination based on each and every characteristic protected under the law and beyond.

Decisions related to hiring, compensating, training, evaluating performance, promoting, or terminating are made fairly, and are based on job-related qualities and abilities. We

provide equal employment opportunities to all qualified candidates and employees. We examine our unconscious biases and take responsibility for always striving to create an inclusive environment that makes every employee and candidate feel welcome.

We further expect every member of the NLSLA community to do their part to cultivate and maintain an environment where everyone has the opportunity to feel included and is afforded the respect and dignity they deserve.

We will consider for employment all qualified applicants, including those with criminal histories, in a manner consistent with applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance. Please note that, in limited circumstances, certain convictions may be considered incompatible with the responsibilities of specific roles, particularly where the safety and well-being of vulnerable client populations are a concern.

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## **NLSLA's Commitments**

We are committed to fostering a culture of inclusion and belonging within our organization and the communities we serve. We achieve this through:

- **Continuous Learning:** Cultivating cultural competency and humility among staff through ongoing training, open dialogue, and self-reflection.
- **Equitable Practices:** Regularly reviewing and revising policies, procedures, and decision-making processes to ensure fairness and access for all.
- **Strategic Resource Allocation:** Directing resources towards initiatives that empower communities.
- **Meaningful Community Engagement:** Partnering with the communities we serve to co-create solutions and foster trust.
- **A Respectful Workplace:** Providing a work environment free from discrimination and where every individual is valued, heard, and respected for their unique contributions.