Technology Support Associate – Part-Time

The Coalition for A Better Acre (CBA) is a membership-based community development corporation dedicated to resident empowerment and sustainable community revitalization for current and future residents of Lowell and Merrimack Valley. We promote healthy, vibrant neighborhoods by developing resident leaders, affordable housing and economic opportunities, and by responding to community needs through collective actions.

Position Summary
We are seeking a part-time IT Support Associate to join our team. The Associate will provide technical assistance to CBA and participants in our Community Access to Technology Program. Our Community Access to Technology initiative will equip households with computing devices in good working condition, access to a strong internet connection, and technical assistance to ensure their ability to participate fully in virtual activities.

Primary responsibilities include setting up CBA computers and mobile devices and providing technical assistance to CBA and program participants, by troubleshooting and resolving issues with Microsoft Office 365, including: account creation, login, password, or connectivity issues.

This position offers flexible hours and is mainly remote. Great for those with an interest in computing with the opportunity to improve collaborative skills. Join our team today!

Responsibilities:
- Install and configure software on computer systems and mobile devices.
- Troubleshoot and resolve issues with software, hardware, email, mobile apps.
- Support Office 365 exchange accounts (SharePoint, OneDrive, Emails)
- Create accounts for new users, assist with password or login problems.
- Assist in resolving technical problems by email or phone
- Assist in creating training materials pertaining to computer troubleshooting and usage

Qualifications:
- Commitment, focus, and follow-through to resolve problems to completion
- Passionate about Information Technology
- Proficient in Microsoft Office 365
- Strong communication and interpersonal skills
- Minimum high school education (IT Certifications or experience would be highly regarded)
- Language skills a plus

We are an Equal Opportunity Employer and consider qualified applicants for employment regardless of expression, age, color, religion, disability, veteran status, sexual orientation or any other protected class.

For more information, please contact Pam Miller:
Email pamela.miller@cbacre.org or call 978-452-7523