Job Announcement

Position title: IT and Operations Assistant
Reports to: Director of Operations
Classification: Full time, non-exempt
Supervises others: No
Salary: $20.22 - $24.74 per hour
Location: 95825 - Sacramento, CA

About us: Opening Doors, Inc., envisions a world in which migrants and refugees lead lives of joy and belonging, embraced by welcoming communities. Our mission is to enrich communities by supporting immigrants, refugees, and survivors of trafficking on their path towards stability, self-sufficiency and belonging.

Opening Doors is guided by our organizational values:

- Rising Together: We are in this together and depend on each other.
- Honoring Dignity: We recognize and honor everyone's strength and inherent dignity.
- Embracing Courage: We do the right thing, even when the path is uncertain.
- Seeking Joy: We take time to be together, celebrating our diverse cultures and recognizing our victories.

Opening Doors began in 1993 as a small refugee resettlement agency, and today serves 2,000 clients per year across our 5 program areas: Refugee Programs, Human Trafficking Programs, Immigration Legal Services, Health Programs and Economic Prosperity Programs.

Ideal candidate: The ideal candidate is organized, proactive and solution-oriented, with strong project management and communication skills.

They will have the ability to work effectively in multi-cultural work environments, showing respect and sensitivity for cultural differences, and will be passionate about Opening Doors' mission.

Responsibilities: The essential duties and responsibilities of this position include the following:

- Serves as frontline in-house IT problem solver and refers work to IT professionals as appropriate.
- Oversee the maintenance of technical documentation for an accurate inventory of all hardware and software items, including documentation related to their installation, registrations, passwords, codes or other elements essential to their configuration and operation.
- Purchase or consult on purchase of computer systems and software applications, with the Director of Operations.
- Install new computer systems, maintain installed systems, and troubleshoot end user problems.
- Provide support to employees at the office or remote work site. Ensure that requests for technical support are resolved promptly and courteously.
- Cover the reception area when the Administrative Assistant is on leave or on breaks.
- Regularly assesses the physical condition of the office, procedures and orders necessary repairs.
- Track and maintain the assets and office supplies.

- Ensure timely ordering of supplies, ensures that clerical functions are properly assigned, monitored and completed.
- Assist Director of Operations with check requests preparation, and maintaining petty cash.
- Assist Director of Operations and HR Manager with any other HR and Operations related tasks.

Other duties may be assigned in the sole discretion of the Organization. The Organization may assign or shift duties and responsibilities to this position at any time due to reasonable accommodation or other reasons.

Required Qualifications: The requirements listed below are representative of the knowledge, skills and/or abilities required.

- Operating systems: Windows 10 and Vista, MS Word, MS Access, and MS Excel
- Web-based technologies: Office 365, Google Applications, , and VPN.
- Troubleshooting: Installing, and configuring external peripheral devices including but not limited to printers, modems, fax modems, and scanners.
- Installation and Configuration: Installing, and configuring computer workstations. Troubleshooting and configuring electronic communications including email, fax, data transfer devices and telephones.
- High levels of attention to detail and demonstrated ability to adhere to organizational policies and procedures.
- Familiarity with clerical, administrative or operational office support.
- Ability to collaborate effectively with colleagues in different departments and roles within the organization while maintaining confidentiality.
- Possession of a valid driver's license and vehicle insurance.
- Demonstrate ability to work effectively in multi-cultural work environments.

Preferred Qualifications: The requirements listed below are not required but are desired.

- Significant experience with clerical, administrative or operational office support.
- Familiarity with the social services or nonprofit fields.
- Demonstrated experience with Adobe, DocuSign, Heartland, Salesforce, and/or Donor Perfect platforms.

Physical requirements and work environment: The following demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the **IT and Operations Assistant** position. Reasonable accommodation can be made to enable people to perform the described essential functions.

While performing this job, the employee is required to sit often and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard, the employee is occasionally required to stand, walk, reach with arms and hands, lift approximately 25 pounds on occasion, and to stoop, kneel, or squat, and drive on occasion. The noise level in the work environment is usually quiet to

How to apply: Candidates should email **a resume and cover letter** to
humanresources@openingdoorsinc.org Include "IT and Operations Assistant" – [Your name]" in
the subject line.

Opening Doors provides equal employment opportunities (EEO) to all employees, applicants, and
any third parties, for employment without regard to race, color, religion, gender, sexual orientation,
gender identity or expression, national origin, age, genetic information, disability, or veteran
status. In addition to federal law requirements, Opening Doors complies with applicable state and
local laws governing nondiscrimination laws.

Opening Doors participates in E-Verify.