

**Information Technology (IT) Assistant  
Oregon Tilth, Inc.**

**Job Description**

**Full Time**

**Occasional work from home option for special assignments (w/ supervisor's approval)**

**Purpose:** The IT Assistant supports the IT and Communications divisions, providing technical support to all Oregon Tilth staff, and furthering the presence of Oregon Tilth in online venues.

The duties of the IT and Communications Assistant cover the following areas:

**A. Technical Support to Oregon Tilth staff**

1. Provide assistance and training to staff on information systems as necessary including (but not limited to) the Oregon Tilth website, Mac OS, electronic document management system, CRM database and other systems
2. Provide assistance and training to staff on remote access and remote troubleshooting
3. Create instructions for new enhancements to be distributed to employees and organize systems trainings (both local and remote) for internal and external users
4. Troubleshoot end user hardware and software issues
5. Perform installations, repairs, and preventative maintenance on staff computers

**B. Computer Systems Maintenance**

1. Perform system upgrades as necessary for software and hardware related components as needed
2. Perform light administrative duties on network servers
3. Monitor backup procedures and perform occasional recoveries to ensure backup integrity
4. Assist with contacting vendors and service providers of IT equipment and supplies for efficient and effective office operations

**C. Online presence Development, Maintenance and Communications**

1. Work with Communications division to manage website information to ensure content, style and presentation is appropriate for web-based publishing
2. Monitor site traffic, and ensure user accessibility to the site
3. Oversees, in coordination with the Communications management, the creation, refinement, and maintenance of all aspects of Oregon Tilth's web presence, web activities, Intranet site, social media venues and electronic newsletters. Identifies where original content will add value to the website and plans and implements new coverage areas accordingly.
4. Provides analysis and recommendations for Internet, Intranet, and other technical environments.

#### D. Special Projects as assigned

### **Job Specification**

The qualifications for the job of IT/Communications Assistant include the following:

#### A. Education and Experience

1. Bachelor's degree, or equivalent work experience
2. Knowledge and understanding of current trends and developments in information technology

#### B. Computer Skills

1. Advanced knowledge and understanding of current Macintosh operating platform and common business software programs
2. Knowledge of web design principles
3. Familiar with both Macintosh and Microsoft operating systems and networks
4. Familiarity with SQL a plus

#### C. Skills

1. Ability to communicate effectively, both orally and in writing
2. Organization
3. Detail-oriented
4. Ability to multi-task

#### D. Specific Skills and Abilities

1. Ability to work independently and as member of a team, and to interface with other branches of the organization
1. Strong interpersonal and communication skills to work effectively with diverse constituencies
2. Ability to solve problems and make decisions under pressure and time constraints
3. Ability to assess and evaluate current and future work loads
4. Ability to research, analyze, and conceptualize long-term information systems needs
5. Ability to foster a cooperative work environment