



Job Title: Information Technology Support Specialist

Organization: Graceful Oaks Youth Ranch (GOYR)

Location: [Fort Lupton, CO – Remote & On-Site]

Type: Part-Time, \$15.00/hr, 60 hour contract

About Graceful Oaks Youth Ranch (GOYR): Graceful Oaks Youth Ranch (GOYR) is a 501c3 non-profit organization established in 2015. We are dedicated to providing educational youth programming and animal therapeutic services and teaching students business operations and management. Our mission is to create a positive and nurturing environment for young individuals, fostering personal growth and development through hands-on experiences with animals and ranching activities.

Summary

The part-time Information Technology Technician will be responsible for providing technical support and troubleshooting assistance to our internal team members as well as programs participant's needs. The ideal candidate must exhibit strong problem-solving skills, possess an understanding of computer hardware and software, and be knowledgeable about current technology trends.

Skills

Hardware Setup & Troubleshooting

Software Setup & Troubleshooting

Help desk Support - Hardware & Software

Knowledge of Windows, Google Suite, MS Office

Key Responsibilities

- Assist with onboarding/offboarding by managing system access to team members and program participants.
- Provide technical support to end-users, both in person and remotely, by resolving hardware, software, and network issues promptly.
- Maintain and update the inventory of hardware, software, and licensing.
- Limited Troubleshoot and repair computer hardware and software problems, including diagnosing, replacing, or upgrading faulty components.
- Provide training and support to end-users on new and existing technology systems.

- Partner with 3rd party technical vendors as needed.
- Set up and maintain computer networks and peripherals, including routers, switches, and printers.
- Assist in the implementation of network security measures, including firewalls, antivirus software, and user access controls.

Qualifications

- Training and experience in client technical support experience
- Training in computer science, information technology, or equivalent combinations of education and experience
- Industry certifications (e.g., CompTIA A+, Microsoft Certified IT Professional) are a plus.
- Solid knowledge of computer hardware, software, and networks.
- Strong troubleshooting, problem-solving, and analytical skills.
- Experience configuring software applications to customized user requirements
- Excellent customer service skills.
- Highly skilled in Google Suite applications
- Excellent written/oral communication and interpersonal skills
- Ability to prioritize workload and meet deadlines within a fast-paced environment.
- Ability to work effectively in a team as well as independently
- A strong desire to exceed client expectations
- High personal integrity and uncompromising ethics

Hours & Compensation:

The Software Support Specialist position will be concluding on May 15, 2024. Estimated hours are between four (4) and twelve (12) per week. Weekly work schedules are variable and subject to the candidate's availability. Most work will occur Monday – Friday between the hours of 8:00 am and 6:00 pm. The contract is limited to a total of 60 hours.

Qualified Candidates will receive \$15.00 per hour for each hour worked. The candidate will also receive appropriate course credit and a letter of recommendation after successful completion of the contract. Additional benefits include access to GOYR activities and facilities, including horseback riding and interaction with the ranch livestock.

Interested Candidates:

Please complete this [Interest Form](#) and someone from the WBL team will contact you regarding next steps.