

## KODIAK ISLAND HOUSING AUTHORITY

*Ensure safe, decent and affordable housing; creating opportunities for resident self-sufficiency and economic independence.*

### JOB DESCRIPTION

#### Temporary Technology Facilitator

##### REPORTING STRUCTURE

Department: Facilities  
Reports to: Facilities Director

##### DISTINGUISHING FACTORS

The Kodiak Island Housing Authority is currently upgrading its computer infrastructure and is looking for the right person to fill the role of Technology Facilitator.

The main function of this internal customer service focused position is to provide training and support for Macintosh computers, iPads, iPhones, and laptops to ensure a smooth transition from a windows-based environment.

This position is not intended to have a programming, back end support or product development focus, rather will focus on support for end user applications.

In order to be successful in this position the successful candidate must be able to work a flexible schedule at various locations including offices and staff homes. This position must also be able to work from home to provide support remotely.

##### ILLUSTRATIVE TASKS

1. Responsible to provide technology support and training to staff and board members unaccustomed to the newer software and hardware in a respectful, patient, and considerate manner.
2. Responsible to translate and distill technical jargon into laymen's terms.
3. Ensure users achieve a basic level of competency with hardware and software to achieve job performance requirements.
4. Responsible to work with Vendor tech support as needed to trouble shoot end user issues.

##### SKILLS AND COMPETENCIES

- Must be familiar with the operation of Macintosh computers, windows operating system, cloud-based applications, Microsoft 365, and have the ability to research, test, and implement technologies to solve business problems. Training will be provided as needed to ensure success.
- Must have strong communication and customer service skills.
- Must have the ability to quickly learn and apply new technologies.

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- Must be able to create training documentation and maintain records associated with the job duties.
- Must have the ability to work with individuals with a wide range of skills and backgrounds.
- Must be able to be trusted with privileged information and practice discretion when dealing with sensitive information.
- Must be able to maintain technology property control.
- Must be able to provide security camera support.
- Must be able to provide video and audio meeting support.
- Must be able to handle occasional difficult situations and remain professional under pressure.
- Must be well groomed and articulate.
- HS diploma or GED
- Demonstrated ability to learn new technology.
- Demonstrated customer service experience.
- Demonstrated ability to be trusted with sensitive information.
- Pass drug test. Part time 20 hrs. per week. Temporary 90-180 days

Kodiak Island Housing Authority is an Equal Housing Opportunity Employer. This position is subject to the Alaska Native/American Indian employment preference under Section 7(b) of the Native American/Alaska Native Housing and Self-Determination Act, and Section 3 of the Housing and Urban Development Act of 1968 (12 U.S. C. 1701U) and Regulations in 24 CFR part 135.

COMPENSATION

Status: Part time/ Temporary (20-30 hours per week/ flexible)  
Salary Range: DOE  
Benefits: none