



JOB POSTING
Temporary Computer Specialist
Information Technology
(Internal and External)

For over 50 years, Legal Aid Chicago has provided free civil legal assistance to people living in poverty in metropolitan Chicago. Each year our attorneys, volunteers, and staff help resolve civil legal problems, including domestic violence, consumer fraud, and unfair evictions. Legal Aid Chicago was founded on the philosophy that all individuals are entitled to quality civil legal representation, regardless of their income. We work to ensure that poverty is not an impediment to justice by dismantling the legal barriers that perpetuate inequality. Legal Aid Chicago staff live our mission through our core values of equity, excellence, inclusion, kindness, and respect.

Position Overview

Legal Aid Chicago is seeking a temporary computer specialist in the Information Technology department. The specialist will assist with day-to-day tasks and special projects as assigned. The position will last no more than **4 months**. This position will primarily be based in the office with occasional work from home opportunities. The position will report to the Director of IT.

Responsibilities without limitation:

Service Desk Support

- Assist the IT staff with providing service desk functions, e.g. answer staff questions and solve complex computer problems.
- Assist with assessing hardware problems and repair.
- Install new software and hardware upgrades.
- Assist with day to day network administration, e.g., create and delete staff accounts, backup, etc.;
- Inventory management including asset assignment, control, recycling, and shipping.
- Maintain proficiency with all equipment, computer hardware and software necessary to perform the duties of the position.
- Lift and move hardware as required to perform the duties of the Computer Specialist.
- Perform such other duties as are reasonably related to the function of the Computer Specialist and as may be assigned from time to time by IT management.

Qualifications

The ideal candidate will possess:

- 5+ years' experience in a user and systems support role.
- Experience in customer-service with a problem-solving attitude.
- Ability to respond to service desk escalations in a professional and courteous manner.
- Solid technical background with an ability to give instructions to a non-technical audience.
- Exceptional organizational skill with strong attention to detail.
- Excellent written and verbal communications skills and very good listening skills.
- Ability to utilize effective leadership skills in daily interactions with their team members.
- Understanding of Active Directory, Exchange, Microsoft/Office 365 and Azure AD.
- Appreciation of the importance of civil legal aid and the civil justice system, commitment to Legal Aid Chicago's mission of equal justice for low-income people.

Education: Bachelor's Degree preferred.

Salary: Commensurate with experience. Legal Aid Chicago offers a comprehensive benefits package, including low-cost employer paid health plan options, employer-provided group life and long-term disability insurance, fitness center access, generous paid time off, and much more.

To Apply: Send your cover letter, resume, and the contact information of two professional references to: resume@legalaidchicago.org. Please place “**Temporary Computer Specialist**” in the subject line of your e-mail. Applications will be reviewed on a rolling basis, and the position will remain open until filled. No phone calls, please.

Legal Aid Chicago is firmly committed to creating a diverse workplace and is proud to provide equal employment opportunities to all applicants and therefore does not discriminate on the basis of creed, color, national origin, sex, gender identity, sexual orientation, age religion, marital or parental status, alienage, disability, political affiliation or belief, military or military discharge status, or ex-offender status. Applicants who have experiences with our client communities are encouraged to apply.