



RESOURCE DEVELOPMENT ASSOCIATES
230 4th STREET | OAKLAND, CA 94607
(510) 488-4345 | FAX (510) 444-1434
www.resourcedevelopment.net

POSITION TITLE: IT Support Assistant
HOURS: As negotiated
LOCATION: Oakland, CA
SALARY: Salary range based on experience

Position Summary

The IT Support Assistant will work with the IT and Operations teams to ensure that RDA's internal systems are running smoothly and securely, while providing a seamless experience for its users. The successful candidate will support the ongoing maintenance of RDA's network, hardware, and office equipment.

Organizational Overview

As an organization, our commitment to social justice permeates every aspect of our work. We approach our work with the spirit of collaboration and continuous learning and employ a strengths-based approach within our project teams and with our clients. RDA provides consultation to city, county, and state agencies and non-profit organizations through the provision of planning, evaluation, resource and organizational development, data analysis, facilitation, and training and technical support. Our efforts are aimed at addressing persistent social, health and economic problems of populations served by public agencies. Learn more about our mission, services, and strengths-based approach to our work at www.resourcedevelopment.net.

Job Description

- Support ongoing operation of internal network, perform data back-ups, install updates, and configure hardware;
- Help desk support; Provide technical assistance to staff members on office applications/software (Word, Excel, Office 365);
- Troubleshoot Microsoft Office Suite, including Office 365;
- Maintain office equipment including printers and phones;
- Install software and manage regular updates on all office technology;
- Assist troubleshooting with vendors in the case of internet outage or hardware failure;
- Coordinate with Operations Team on staff requests for ergonomic and desktop support requests;
- Install hardware and peripheral components such as monitors, keyboards, etc. for user workstations;
- Wiring and cabling, as necessary, to support IT hardware installations;
- Assist with office space functionality by providing ad-hoc task support;
- Other duties as assigned.

Employee Benefits

- 100% RDA sponsored health, dental, and vision insurance
- RDA sponsored long and short-term disability insurance
- Pre-tax flexible spending accounts for medical, dependent care, and transit and parking expenses
- Generous vacation and sick leave
- RDA sponsored life and AD&D insurance
- 401k, with RDA discretionary match after 2 years of employment

To Apply: Please send cover letter, resume, three references, and salary history to admin@resourcedevelopment.net with subject line, "IT Support Assistant". This job will remain open until filled. No phone calls please. RDA is an equal opportunity employer. RDA appreciates each application it receives, but due the volume of responses for positions at RDA, only candidates who best fit the needs of the organization will be contacted.