

Three Rivers Community Action is a private, nonprofit Human Services organization. We believe in respecting the people we work with, embracing diversity, inspiring mutual trust, listening to community needs, seeking collaborative solutions, leading with integrity and promoting empowerment and self-sufficiency.

We are looking for an IT Coordinator with excellent customer service skills to provide technology support to our staff. You will work closely with our managed services provider to respond to a wide range of employee needs. Your prioritization, critical thinking, and customer service skills will have a direct impact on the success of our agency and the satisfaction of our clients. Based in our Zumbrota, MN Office, you will provide support to staff in a 5 county area.

Expectations and Responsibilities:

- Great communication skills – whether via email, chat or phone calls, your effective communications helps resolve problems quickly and effectively.
- Analytical thinking & problem solving – because face it, that's the job! If you can dig into tech problems and come up with answers, you have this covered.
- Passionate, optimistic, and motivated to perform – things move fast at Three Rivers. A high energy individual will thrive, supporting 160 employees and 50 buses on the road.

Basic Duties:

- Act as primary internal contact for staff, managing a wide range of agency hardware.
- Work closely with managed service provider to support network and software.
- Contribute to internal and external technology groups and projects
- Manage security systems including doors and cameras
- Maintain confidentiality of employee and client data
- Supports public transportation's unique hardware and software needs

Other Desired Characteristics and Experience:

- Associates Degree in Technology or related field
- 1-2 years of experience in a technology related position
- Demonstrated working knowledge of hardware and networking basics
- Valid driver's license and willingness to travel within our 5 county service area during business hours
- Familiarity with ticketing system such as ZenDesk, Autotask or Connectwise

Application may be downloaded at www.threeriverscap.org or you may call to request an application be sent. Send cover letter, application, and resume to jobs@threeriverscap.org or mail to: Three Rivers Community Action, Inc. , 1414 North Star Drive, Zumbrota, MN 55992, Attn: IT Coordinator. Position open until filled. EOA/ADA