VERITÉ

Fair Labor. Worldwide.

Verité is a growing, award-winning, non-profit organization that illuminates and addresses serious human rights and labor rights violations in factories, farms, and other workplaces around the world. We serve private sector and public-sector clients by building their internal understanding of the labor rights problems they face in their supply chains and operations, and their skills to solve those problems.

Position title	**IT Assistant**
The IT Assistant will provide direct technical assistance to Verité staff and consultants around the world, serve as liaison between staff and our tech solutions provider, and provide direct support to Verité's IT Director.	
Location	Amherst, MA
Dated posted	July 2021
Hours	This is a half-time position. **Applicants are encouraged to combine this position with one of the other part-time positions concurrently posted into a full-time position.**

Tasks and specific responsibilities	Serving as a liaison between staff members and Verité's technical support provider (Tech Impact), when support questions require
	Providing direct technical support to Verité staff and consultants for software and hardware issues that fall outside of Tech Impact's purview
	Coordinating various aspects of new employee onboarding (setting up new accounts on various platforms, communicating prior to hiring to identify preferences for equipment, ordering and preparing equipment for new employees, reviewing available tech resources, etc.)
	Assistance with the creation, maintenance, and distribution of IT practices & policies
	Overseeing regular maintenance of the Verité Office 365 systems, including creating new user accounts, resetting passwords, managing permissions, and maintaining distribution groups
	Maintaining and distributing records of Verité accounts and subscriptions
	Purchasing and inventorying tech supplies for staff
	Tracking completion of required technical trainings by staff
	Working with Communications Manager to keep intranet materials up to date
	Managing VOIP phone system
	Setting up and troubleshooting office hardware
	Completing other technical or administrative tasks as assigned by the IT Director
Qualifications for this position	At least two years of technical support experience
	Proficiency with MS Office, Adobe suite, VPNs, antivirus software, cybersecurity protocols, networking and server management
	Strong organizational skills and meticulous attention to detail
	Ability to prioritize tasks and manage own time
	Excellent communication skills are essential, as is a collaborative orientation
	Demonstrated excellent judgement, ability to anticipate needs, identify challenges, and propose solutions
	Available for occasional work outside regular hours to support special projects and activities
Qualifications for all Verité positions	Demonstrate strong interest in Verité's mission or related social justice objectives in human rights, labor issues, international law, or corporate social responsibility
	Demonstrate professional experience thinking, communicating, and working effectively across boundaries,* and promoting inclusiveness and equity in complex multi-stakeholder contexts
	Demonstrate sensitivity and competency engaging with marginalized populations such as those impacted by Verité's mission
	Fluent, clear, and concise writing in English
	Personal reliability and commitment to organizational success
	Experience with handling sensitive and/or confidential information including written, electronic, and other formats

Salary range	$40,000-$50,000 (pro-rated to half-time at $20,000 - $25,000) depending on experience, education, and skills. This position will be benefited only if combined with a second half-time position.

*These include, but are not limited to: gender, race, religion, age, disability, gender identity, sexual orientation, marital status, pregnancy status, nationality, class, political opinion, union affiliation, or social or ethnic origin.

Verité is committed to a diverse work force and is an Equal Opportunity Employer that does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expressions, status as a veteran, and basis of disability or any other federal, state or local protected class.

To Apply: Please email cover letter and CV detailing your relevant experience against the skills and qualifications above to: verite@verite.org with the subject line 'IT Assistant.'

To apply to combine this position with another part-time position, please reference both positions in the subject line of your email, and send only one cover letter and CV.

No telephone inquiries will be accepted for this position.