



SAN FRANCISCO
COMMUNITY
HEALTH CENTER

IT Assistant – PTR022018 (.05 FTE/20 hours)

Agency Description

San Francisco Community Health Center (formerly known as API Wellness) is a federally qualified health center that provides culturally competent, high quality medical care, health services, education, and outreach. We transform lives by advancing health, wellness and equality. We strengthen the well-being of and lead underserved communities—of all races, ethnicities, gender identities, sexual orientations, and immigration statuses—toward justice and health. Founded in 1987 as an all-volunteer, community-based response to the AIDS crisis in communities of color, we are an anchor-organization for San Francisco’s Tenderloin neighborhood, and we also lead regional, statewide, and national programming.

We believe that everyone deserve to be healthy and needs access to the highest quality health care.

Position Description:

The IT Assistant position is 20 hours per week and will support the IT Manager in managing the agency’s computer systems and networks. Ensures that staff and volunteers have access to IT tools on a consistent basis.

Major Responsibilities:

- Provides assistance in the use of personal computer hardware, software, and telephony
- Sets up and configures desktop computers, networked printers, and other peripherals as needed
- Installs and tests software, hardware and peripherals
- Troubleshoots, diagnoses problems, implements corrective action procedures within prescribed guidelines and/or escalates to other technical resources as appropriate
- Administers user accounts and permissions
- Compiles monthly UOS data for reporting and invoicing purposes
- Designs and produces basic reports
- Document and maintain IT Assets database
- Assist in ensuring HIPAA Compliance and other standards
- Other duties as assigned

Minimum Qualifications:

- Bachelor’s degree and/or related experience in PC computing troubleshooting
- Working knowledge of Microsoft Office Suite
- Working knowledge of Microsoft Office Online
- 1 years of hardware and software troubleshooting experience

- Experience training staff on computer use
- Exceptional customer service skills
- Available to respond to afterhours or weekend needs as necessary

Preferred Qualifications:

- Experience with server virtualization
- Terminal services experience
- Microsoft Access programming experience
- Experience developing and maintaining databases
- Ability to quickly comprehend and implement concepts
- Ability to be creative with limited resources

Location

- San Francisco, CA

TO APPLY: ONLY applications submitted through our online database will be considered.

Please include both your cover letter and resume when prompted to insert your resume in the database here:

<https://home.eease.com/recruit/?id=15648201>

We offer a comprehensive compensation and benefits package which includes: medical, dental and vision insurance, generous vacation, sick leave and holidays, one-month sabbatical, 403(b) with employer match, flexible work schedule, flex spending account, life insurance, long-term disability, professional development opportunities and more! (Benefits guidelines and eligibility vary based on tenure, employment status and FTE, among other factors.

Asian & Pacific Islander Wellness Center is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. Asian & Pacific Islander Wellness Center does not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records