



IT Systems and Support Specialist Job Description

The Los Angeles Black Worker Center (LABWC) is a growing organization at the forefront of LA's racial justice and worker rights movements since 2011. The LABWC is recognized as a national leader in the effort to address the challenges of the Black jobs' crisis of unemployment and underemployment and the growing inequality in the labor market. The LABWC works towards economic justice in low-income communities of color by building power among Black workers and their communities to expand access to quality employment and promote public policies and corporate practices that foster sustainable economic development in South LA neighborhoods.

The IT Systems & Support Specialist is a key member of our Technology & Operations team, playing a critical role in supporting the digital infrastructure of a rapidly growing organization as we prepare to expand our advocacy work. Under the supervision of the IT Coordinator, as a member of the Operations Team. This position provides hands-on technical support, manages day-to-day IT operations, ensures systems are secure and reliable, and helps build the technology capacity required for programs, campaigns, field work, and organizational growth.

Duties and Key Responsibilities:

- Computer System Management: Proficiently install, configure, deploy, and maintain workstations and software to ensure the continuous availability, uptime, and reliability of our systems.
- Training & Documentation: Create and maintain IT documentation, SOP's, and "how-to" guides for employees; Support the IT Coordinator in fostering a culture of tech confidence and promoting secure digital habits throughout the organization.
- Desktop User Support: Serve as the first point of contact for technical issues, offering level 1 & 2 technical support to users; Promptly resolving desktop applications, workstations, and related equipment problems with minimal user disruption.
- User Account Management: Efficiently create and manage user accounts, access permissions, and group policies, enhancing the organization's security and user experience across Active Directory and other platforms.
- Hardware and Software Troubleshooting: Methodically troubleshoot hardware and software errors by conducting diagnostic assessments, meticulously documenting problems and resolutions, prioritizing issues, and evaluating their impact. Escalate complex issues to vendors or higher-tier technical staff when necessary.
- Mobile Device Management: Set up, configure, troubleshoot, and manage mobile devices and mobile device policies for all staff.
- Event & Field Technology Support: Set up and support A/V systems, livestream tech, portable hotspots, WiFi access, tablets, and check-in or data capture tools.
- Vendor Coordination: Serve as a secondary liaison to technology vendors, consultants, and database providers;
- Data Systems: Support the implementation, troubleshooting, and optimization of the organization's CRM, fundraising tools, and digital organizing platforms; Assist in evaluating new tools and systems to improve workflow efficiency, security, and scalability.
- Technology Procurement & Inventory Management: Assist with researching, evaluating, and recommending hardware, software, and IT solutions; Maintain accurate inventory and tracking of all equipment, software licenses, and access levels; Ensure equipment is properly stored, labeled, secured, and assigned.

Qualifications and Experience:

- Minimum **2-3 years** of hands-on experience in IT support, help desk operations, or systems administration.

- Strong proficiency supporting Windows, macOS, iOS, and Android devices in a multi-user environment.
- Experience configuring laptops, mobile devices, VoIP phones, wireless access points, routers, and other peripherals.
- Direct experience with Google Workspace, Microsoft 365, Zoom, and cloud-based SaaS platforms.
- Demonstrated understanding of cybersecurity fundamentals (identity protection, MFA, threats, anti-malware, secure file sharing, storage).
- Ability to troubleshoot A/V equipment and hybrid meeting setups.
- Excellent customer service, communication, and documentation skills.
- Valid CA driver's license, insurance, or access to reliable transportation for events and field support.
- *Specialized Knowledge, Skills, and Abilities*
 - Knowledge of issues affecting unemployed and underemployed Black workers, poor and working-class communities, and the Los Angeles labor movement is a plus!
 - Strong commitment to racial justice, workers' rights, and empowerment of diverse Black communities.
 - Strong written and verbal communication skills.
 - Positive customer service skills and excellent troubleshooting skills.
 - Familiarity with nonprofit CRM systems (e.g., EveryAction, Airtable).
 - Experience with RMM and MDM/endpoint management (NinjaOne, Intune, Jamf, Kandji, or similar).
 - Cybersecurity training or certifications (Security+, CySA+, Google Cybersecurity, etc.).
 - Knowledge of data privacy standards.
 - Availability to work occasional evenings or weekends for events or urgent needs.
 - Strong analytical and problem-solving skills.
 - High degree of discretion and ability to handle sensitive and confidential information.
 - Ability to prioritize multiple tasks and shift quickly in a fast-paced environment.
 - Team-oriented, collaborative approach with the ability to take initiative and work independently

Compensation and Benefits:

Full-time position, local to South Central Los Angeles, up to \$30 per hour depending on experience, plus a generous benefit package of health and dental insurance, retirement plan, sick, vacation, and floating holidays. We are committed to our employees' health, safety, and well-being by providing flexible work hours and wellness opportunities. We are temporarily working a hybrid schedule.

Application Process: This position will remain open until filled. Email resume and cover letter to careers@labwc.org, add "*IT Systems and Support Specialist*" in the subject line. The LABWC welcomes applicants' use of AI as a tool for preparation - such as researching, organizing ideas, or refining their resume and cover letter. However, we kindly ask that AI not be used to create original content related to the performance-based parts of our recruitment process, such as application question responses, interviews, and the completion of performance tasks. It is important to us that those reflect your own authentic perspective, ideas, and experiences. We are excited to get to know the real you and believe your genuine voice is your greatest strength. No phone calls, please.

LABWC is an equal opportunity employer committed to a diverse and inclusive workforce. In addition, the organization will consider for employment, qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring. The LABWC is also an affirmative action employer. Members of the African Diaspora, including Men, Women, LGBTQ, Returning Citizens, and Afro-Latino, ARE STRONGLY ENCOURAGED TO APPLY.

