

**Ethiopian Community Development Council, Inc.**  
901 S. Highland Street • Arlington, Virginia 22204

JOB ANNOUNCEMENT

**Position Job Title:** IT Specialist  
**Division/Department:** Information Technology  
**Reports to:** IT Manager  
**Status:** Full-Time/Exempt  
**Location:** Arlington, Virginia

**Job Summary**

The IT Specialist is responsible for providing IT technical assistance and support to ECDC staff, R&P affiliate staff using the R&P database, and for running regular checks on ECDC's IT systems.

**Key Responsibilities**

Database Administration

1. Assists ECDC Headquarters and Affiliate staff in developing procedures, forms, and database documentation.
2. Supports internal operations and the local area network.
3. Serves as the primary ECDC affiliate contact for the online database, providing technical assistance to the affiliate network, as needed.

IT Operations

1. Sets up personal computers and/or workstations and installs all required software applications.
2. Assists in training ECDC staff on Microsoft Office applications as needed.
3. Assists staff with IT technical problems when needed.
4. Supports Windows Server 2008R2/2012R2/WINDOWS 7/8/10 PCs and workstations.
5. Solves Microsoft Office application problems and consults with IT Manager for major problems.
6. Assists in maintaining ECDC's Mailing List database (Access and ExceedBasic).
7. Conducts and maintains inventory of hardware and software.
8. Solves HP LaserJet Printer problems.
9. Update/maintain website using WordPress
10. Orders and installs paper and toner, and clears jams.
11. Performs upgrades for application version changes, operating system, and Internet Explorer patches and security updates.
12. Investigates hardware or computer problems and performs minor hardware repairs.
13. Performs basic diagnostic testing. Major problems or repairs are directed to IT department.
14. Supports Business Incubator tenants with network connection issues.

**Education, Experience, Knowledge, Skills and Abilities**

- Two-year college degree or equivalent education or two years of relevant experience in

trouble shooting both hardware and software problems, including HP LaserJet printers.

- Good troubleshooting experience in MS Office and Internet.
- Well-organized, flexible self-starter with positive attitude and ability to set and adhere to priorities and schedules.
- Keen attention to detail.
- Knowledge of WordPress for website update and maintenance
- Willingness to continually learn new information regarding technology and how it can best serve the needs of ECDC staff.
- Knowledge of networking in Microsoft environment and A+ plus.
- Good working knowledge of Dreamweaver.

**Supervision Exercised**—None.

### **Physical Demands**

- Moderate physical activity, which includes standing, sitting, lifting and/or walking.
- Ability to see within normal parameters.
- Ability to hear within normal parameters.
- May require local travel to meetings.
- Ability to maintain emotional control under stress.

### **Environmental Factors**

Work is primarily indoors in a climate-controlled building.

### **Contact with Others**

Position involves daily contact at a significant level with ECDC's resettlement affiliate network and ECDC staff.

### **Performance Criteria**

Related to job responsibilities, core competencies, and performance goals developed with supervisor and set annually.

### **To Apply**

Please submit, by mail, fax, or e-mail (1) a cover letter and (2) a résumé by **November 24, 2017**, to:

### **Human Resources**

Ethiopian Community Development Council, Inc.  
901 South Highland Street  
Arlington, VA 22206

Fax: (703) 685-0529

E-mail: [hr@ecdcus.org](mailto:hr@ecdcus.org)

Only qualified applicants will be contacted for an interview.

**ECDC is an Equal Opportunity Employer.**