



EQUITY IN EDUCATION

C O A L I T I O N

Community Helpdesk Technician, Bilingual

Contract role: 4 months with possibility of extension

Reports to: TechConnect Director

Location: REMOTE but must be located in WA

Pay: \$25+/hour, regardless of location

About Equity in Education Coalition

The Equity in Education Coalition is a civil rights advocacy organization focused on closing opportunity gaps and improving educational opportunities and outcomes for children of color.

Community Helpdesk Technician Summary

A team of Helpdesk Technicians will work together on a new Helpdesk established to assist underserved families and community members who are impacted by the Digital Divide, which has become especially apparent in the time of COVID-19. They will respond to, triage, escalate, and document inquiries, while upholding high standards for customer service for a non-technical audience of community members and community-based organizations.

Community Helpdesk Technician Responsibilities

- Monitor and provide support for incoming requests related to IT or Learning Management System issues
- Triage and escalate tickets relating to customer issues, as needed
- Respond to tickets via phone, email, chat, or remote-in, all within established Service Level Agreements
- Provide high-quality, empathetic customer service to a non-technical client base
- Uphold established best practices for customer interactions
- Collaborate with other technicians to constantly improve the knowledge base of the Helpdesk and the quality of service provided to customers
- Document all pertinent information, including nature of problem or issue, ultimate best path to resolution, and relevant demographic information for Helpdesk
- Utilize bilingual language skills to communicate with and serve community members seeking assistance
- Meet program productivity measures to provide superior customer technical support

Community Helpdesk Technician Requirements

- Bilingual (Spanish, Tagalog, Filipino)
- 1 year of remote Helpdesk experience required; 2+ technical experience preferred
- Experience with MS Office Suite

- Familiarity with Learning Management Systems, which include but are not limited to Schoology, Seesaw, Canvas, Blackboard, Google Classrooms, Microsoft Teams
- Experience with Helpdesk tools, particularly remote-in software and ticketing systems
- Ability to give step-by-step instructions to a non-technical audience
- Excellent written and verbal communications skills
- Strong ability to listen closely and empathize with customer
 - Strong Background in Customer Support/Service
- Hands-on experience with Windows OS and Chromebooks
 - Windows/Mac OS
- Work remote with full online/internet capabilities during normal business hours with minimal distractions

Why Should You Apply to Become a Community Helpdesk Technician?

- Build new skills by helping to “start-up” a new Helpdesk
- Competitive pay + Benefits
- Opportunity to help close the digital divide in Washington

The Equity in Education Coalition is an Equal Opportunity Employer. At EEC, we celebrate diversity, equity, and inclusion and apply at EEC today.

Black, Indigenous, QT, Neurodivergent, and/or members of the Global Majority Population of Color are strongly encouraged to apply.

Please apply by emailing your resume to techconnect@eec-wa.org