



Irish International Immigrant Center

Job Title: Operations Coordinator
Reports to: Deputy Director
Status: Part-time, 20hrs/week, exempt

POSITION OVERVIEW:

Provide day-to-day oversight of organizational operations (IT, *building and facilities, and office equipment*), ensuring the good working order of all office systems necessary for the smooth daily functions of a busy Welcome Center, in alignment with agency policies, procedures and budget.

RESPONSIBILITIES:

Information Technology:

- Serve as primary liaison to outside technology consultants and staff.
- Troubleshoot routine problems related to server, network, desktops and laptops, firewall, switches, printers, copier, internet access, fax, scanner, shredders, data projectors, stamp machine.
- Primary lead on all telephone issues (problem solving and planning)
- Perform regular maintenance on technology in coordination with external service provider, for example, backups, security, virus protection, system updates, upgrades, etc.
- Assist with the purchase/leasing of office equipment, hardware (*desktop computers, laptops, copiers, printers, etc.*), software, and upgrades.
- Make recommendations for upgrades, improvements and new equipment.
- Participate actively in staff meetings, planning activities, etc.

Building and Facilities

- Serve as liaison to staff, contractors and landlord on routine matters (repairs and maintenance, cleaning needs, HVAC, etc.).
- Ensure that office furniture, equipment etc is fully functional
- Ensure office environment complies with health and safety laws and regulations.

Perform other duties as directed.

QUALIFICATIONS:

- A commitment to serving immigrant community.
- Bachelor's degree or comparable work experience required.
- Minimum 3-5 years' office management experience required (IT, office equipment, telecommunications, etc.).
- Familiarity with Microsoft Server (domain management) and networking technologies MS Office Suite and Salesforce database strongly preferred.
- Strong organizational, and communication skills necessary.
- Excellent internal/external customer relations skills necessary.
- Analytical problem solver.
- Great planning and organizational skills.

To apply, please send cover letter and resume to career@iicenter.org.

About The Irish International Immigrant Center:

The Irish International Immigrant Center (IIIC) was founded in 1989 by a group of immigrants committed to helping others make successful transitions to new lives in the U.S. and Greater Boston. Our mission is to assist immigrants from around the world as they integrate into American society. We are a vibrant multi-service center that provides legal, wellness and education services; advocates for systemic change; and facilitates cross-cultural community building. Our vision is of a society where all people are welcomed and valued and enjoy equal opportunities and protections. Rooted in the Irish tradition of hospitality, we work to create a safe and welcoming place for all people who come to our Center. Our programs assist individuals and families from 120 nations.

The IIIC is committed to a policy of providing equal employment opportunities for all and does not discriminate on the basis of race, color, ethnic or national origin, creed or religion, gender, sexual orientation, marital status, age, veteran status, or physical or mental disability. We encourage applications from all those interested and qualified. For more information on the Irish International Immigrant Center please see www.iiicenter.org.