



September 23, 2024

Request for Applications (RFA) for Information Technology Specialist

Our Deaf Survivors Center, Inc. (ODSC) seeks qualified individuals to provide Information Technology (IT) services as an Information Technology Specialist. ODSC is a non-profit organization dedicated to supporting deaf survivors of domestic violence, sexual assault, and other forms of abuse. We are committed to providing comprehensive services, advocacy, and empowerment to deaf individuals who have experienced trauma.

Scope of Work:

The selected Information Technology Specialist will be responsible for the following tasks:

- Managing and maintaining ODSC's computer systems, networks, and IT infrastructure to ensure optimal performance, security, and reliability.
- Providing technical support and troubleshooting assistance to staff and leadership for hardware, software, and network-related issues.
- Installing, configuring, and upgrading hardware and software components, including computers, iPads, servers, printers, operating systems, and applications.
- Implementing and managing security measures, including firewalls, antivirus software, data encryption, and access controls, to protect ODSC's information assets.
- Developing and implementing IT policies, procedures, and best practices to ensure compliance with regulatory requirements and industry standards.
- Training staff on the use of IT systems and tools, promoting technology literacy, and fostering a culture of innovation and continuous improvement.
- Collaborating with external vendors, consultants, and service providers to procure IT equipment and services and resolve technical issues as needed.



Qualifications:

The ideal candidate for the Information Technology Specialist position should possess the following qualifications:

- Bachelor's degree in Information Technology, Computer Science, or a related field, or equivalent professional experience.
- Proven experience in IT support, administration, and infrastructure management, preferably in a non-profit or social services setting.
- Strong technical skills in computer hardware, software, networking, and security, with proficiency in Microsoft Windows, Office 365, and cloud-based platforms.
- Excellent problem-solving and troubleshooting skills, with the ability to diagnose and resolve IT issues efficiently and effectively.
- Knowledge of IT best practices, standards, and regulations, including HIPAA, GDPR, and cybersecurity frameworks.
- Ability to communicate effectively with diverse stakeholders, including deaf individuals, staff members, volunteers, and external partners.
- Commitment to the mission and values of ODSC, with sensitivity to the needs and experiences of deaf survivors of trauma.

Application Process:

Interested individuals are invited to submit the following materials:

- A cover letter expressing interest in the Information Technology Specialist position and highlighting relevant experience and qualifications.
- A current resume or curriculum vitae (CV) detailing professional experience, education, and technical skills.
- Optional: Additional documentation, such as certifications, training courses, or samples of previous work related to IT support and administration.

Please submit all application materials electronically to board@odscma.org by **October 30, 2024**



Evaluation Criteria:

Applications will be evaluated based on the following criteria:

- Experience and technical skills in IT support and administration.
- Knowledge of IT best practices and standards relevant to non-profit organizations.
- Communication and interpersonal skills demonstrated through application materials.
- Understanding of ODSC's mission and commitment to serving deaf survivors.
- References from previous employers or clients who can speak to the applicant's qualifications and work performance.

ODSC reserves the right to request additional information or conduct interviews with applicants as part of the selection process.

For inquiries or further information, please contact at **board@odscma.org**.

Thank you for your interest in joining the Our Deaf Survivors Center team and helping us empower deaf survivors to thrive.