

North Carolina Coordinated Campaign IT Associate

The 2024 North Carolina Democratic Coordinated Campaign is seeking an IT Associate who will be responsible for supporting our staff across the state to solve their most pressing technical needs. The ideal applicant is someone who can communicate effectively with users from both technical and non-technical backgrounds. This is a full time, temporary position through November 15, 2024. Access to reliable transportation is required for this position.

Job Description

The IT Help Desk Associate will provide technical support to our staff. We are looking for someone who can ensure that the Coordinated Campaign runs smoothly from a technical perspective, and ensures our staff can fight to win elections in every zip code in NC. The ideal candidate will be a point of contact for multiple NC coordinated campaign office locations and support the Coordinated IT Director in providing optimal support to the Coordinated Campaign team.

Responsibilities:

- Support our staff across the state to solve their most pressing technical needs
- Updating and curating documentation to ensure our policies, workflows, and technical information are kept up to date
- Manage long-term projects from start to finish, ensuring we execute efficiently. Assist and support for events, such as All-Staff meetings, press conferences, and more
- Manage and respond to IT tickets in a timely and customer service driven manner
- Escalate to tier 3 resources after exhausting all efforts at tier 1-2 level
- While performing the duties of this job, the employee may also frequently be required to communicate using the telephone, email, and in person with stakeholders
- Other duties as assigned to support the department and the 2024 North Carolina Democratic Coordinated Campaign's mission.

Required Skills & Qualifications

- 1 Year of Work Experience
- Dedication to customer service with strong interpersonal skills;
- Prior experience as Help Desk Associate or Help Desk Technician
- Basic knowledge of networking such as TCP/IP, routing and switching;
- Experience with both computer and mobile device enterprise management systems such as Google Workspace and JAMF;
- Knowledge of Zendesk ticketing system
- Knowledge of macOS, iOS, and chromeOS
- Committed to electing Democrats up and down the ballot.

Travel: The IT Associate position will require travel, which could be up to 10% of the time.

Salary and Benefits

This position is salaried at \$5,000 per month. This in-person position is based in our state HQ office in Raleigh, NC.

All full-time employees are offered a comprehensive benefits package, 100% covered by NCDP. This includes medical, dental, vision, disability, and life insurance. Benefits become active on your first day of employment. Employees can add partners and dependents to health benefits but are responsible for covering the additional cost. Full-time employees also receive unlimited paid time off on an as needed basis subject to employer approval, two floating holidays, and paid holidays.

This position is eligible for the CWG bargaining unit.

Application and Interview Procedure

Candidates should submit their resumes at <https://forms.gle/1sJkHtotUMtf8Wrg9>.

The North Carolina Democratic Party is an equal opportunity employer. We will not discriminate and will take affirmative measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity, or gender expression.