



## PIERCE COUNTY HOUSING AUTHORITY

603 South Polk Street, Tacoma, WA 98444 | 253-620-5400 | [www.PCHAWA.org](http://www.PCHAWA.org)

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### JOB DESCRIPTION: IT Support Specialist

TITLE:	IT Support Specialist
REPORTS TO:	IT Manager
SALARY RANGE:	\$25.00- \$28.00/ hourly PCHA Benefits Package
SHIFT/SCHEDULE:	Hourly, Non-Exempt Non-Union

The Pierce County Housing Authority (PCHA) is a public body created by Pierce County's Board of Supervisors (now County Council) in 1978 according to State statute (RCW35.82). The mission of the Pierce County Housing Authority is to provide safe, decent, affordable housing and economic opportunity free from discrimination. PCHA currently operates 71 Low-Income Public Housing units, 20 Units of USDA/RD Housing, administers approximately 3,075 Section 8/HCV program vouchers, and an Enterprise Portfolio comprising approximately 670 units. Additional grants are received periodically for the Renovation and Modernization of existing facilities and in support of our Family Self-Sufficiency Programs. Currently, the Pierce County Housing Authority employs approximately 50 individuals.

#### **BASIC FUNCTION**

The IT Support Specialist is an essential team member, providing frontline support to all PCHA employees for hardware, software, and network-related issues. This position offers a unique opportunity to work on optimizing technology platforms such as Microsoft 365 and property management software, supporting organization-wide goals like reducing administrative burden and improving collaboration efforts. The ideal candidate will be passionate about problem-solving and committed to PCHA's mission, with a desire to pursue a career in the public sector.

#### **ESSENTIAL FUNCTIONS**

The following functions may be performed manually or in computerized form in conjunction with the above-described items:

- Serve as the first point of contact for IT-related inquiries, providing timely and effective desktop, phone, and device support.
- Assist with phone system management and desk setup, configuration, and troubleshooting.
- Diagnose and troubleshoot hardware and software issues, escalating when necessary.
- Support AV setup for all meetings held both onsite and offsite, as applicable.
- Maintain IT inventory and assist with the upkeep of hardware, software, and systems, including Microsoft 365.
- Occasionally travel between multiple sites within the Tacoma area when necessary to provide on-site technical support.
- Provide technical expertise in web design and public-facing platforms like the PCHA website and the resident portal, ensuring these systems remain updated and functional.

- Perform all duties with high regard for integrity, honesty, and confidentiality, and demonstrate respect for the diverse community PCHA serves and represents.
- Serve as backup for IT Manager when IT Manager is unavailable for on-call work.
- **NOTE:** This job function describes primary duties only. It is not to be considered a detailed listing of all required tasks.

### REQUIRED KNOWLEDGE AND SKILLS

- Passion for problem-solving and the ability to learn and apply new technologies and solutions quickly.
- Excellent communication skills, with the ability to explain technical information clearly to both technical and non-technical stakeholders.
- A collaborative team player with a commitment to working in a mission-driven, non-profit environment.
- Experience with an on-premises **active** directory environment that runs Office365 (Exchange Online, Admin Center, Azure, and SharePoint).
- Candidates with experience working with real estate software experience is a plus.
- Strong technical knowledge of current network hardware, protocols, and security standards.
- Knowledge of data privacy laws and best practices for maintaining security.
- Knowledge of working with virtual servers.
- Familiarity with desktop operating systems (Windows, Linux), MS Office Suite (Word, Excel, Outlook, PowerPoint), and anti-virus/spyware protection tools. Ability to work independently, prioritize multiple tasks, and meet timelines.
- Strong skills in software and hardware troubleshooting and repair.
- Ability to engage a wide variety of stakeholders with a high level of professionalism and courtesy, (including culturally, socially, and economically diverse populations, seniors, persons with disabilities, contractors, and professional colleagues).

### PREFERRED QUALIFICATIONS

- Associate or bachelor's degree, with major course work in computer related field or equivalent.
- Relevant experience will be considered in lieu of required degree.
- Please list any **relevant** certifications if available (CompTIA preferred).

### MINIMUM REQUIREMENTS

- **EDUCATION:** A minimum of a High School diploma or equivalent
- **LICENSES AND OTHER REQUIREMENTS:** Valid Washington Driver's License with an insurable driving record. Consent to and pass criminal record background check in accordance with position requirements, including but not limited to HUD guidelines.

### WORKING CONDITIONS

- Work is performed in an office environment. The incumbent will use standard office equipment (personal computers, telephones, copiers, etc.)
- May include lifting up to 50 lbs.
- **WORK SCHEDULE:** Keep office hours sufficient to serve the public and manage staff; Monday – Thursday 10-hour shifts (preferred) or Monday – Friday 8-hour shifts. Some weekends and holidays if necessary.

### EQUAL OPPORTUNITY

Pierce County Housing Authority is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity,

national origin, disability, or veteran status, or any other protected classes in local, state, or federal employment laws.

### **APPLICATION REQUIREMENTS AND PROCESS**

- Submit both a one-page cover letter and resume.
  - Cover letter needs to address how your experience and education and/or training qualifies you to perform the essential functions listed in the job announcement.
  - Resume should detail all education and experience that qualifies you for this position.
- **SUBMIT:** Email cover letter and email as attachments to [HumanResources@pchawa.org](mailto:HumanResources@pchawa.org) with SUBJECT Line of "IT Support Specialist– Your Last Name, Your First Name"  
OR mail to:
  - Human Resources
  - 603 South Polk Street, Bldg. C
  - Tacoma, WA 98444
- Questions may be addressed to:
  - Ney Calhoun, Human Resources Manager
  - [humanresources@pchawa.org](mailto:humanresources@pchawa.org)
  - 253-620-5420
- **DUE DATE:** Open until filled.