EQUITY IN EDUCATION
COALITION

Field Support Technician Intern, Bilingual

Reports to: TechConnect Manager

Location: HYBRID but **must be located in WA**

Pay: $22/hour plus Mileage reimbursement

Duration: April- October 2024 (6 month)

Hours: Flexible, offering both part-time (20 hrs.) and full-time (40 hrs.) options

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.

Field Support Technician Intern Summary

A Field Support Technician Intern works at the newly established partner locations and TechConnect Community Office and online to assist underserved families and community members who are impacted by the Digital Divide. 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.

Field Support Technician Intern Responsibilities

- Serve as IT personnel intern at partner locations as required.
- Provide in-person support at TechConnect Community Office when necessary.
- 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.

- 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.

Field Support Technician Intern Requirements

- Candidates must demonstrate Bilingual fluency in Spanish, Tagalog, or Filipino to effectively communicate with community members.
- Access to reliable transportation is essential for field support duties, including travel to partner locations and tech connect community office.
- 0 year of remote Helpdesk experience required; 1 year of technical experience preferred.
- Proficiency in MS Office Suite, including hardware basic troubleshooting and PC imaging.
- 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 customers.
- Strong Background in Customer Support/Service
- Direct experience with Windows OS, Mac OS, and Chromebooks
- Work remote with full online/internet and in person capabilities during normal business hours with minimal distractions.

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