

BICAS IT Coordinator Job Description  
September 2019

Current pay rate: \$13.50 increasing to \$16.00 upon one year of successful employment.

Principle Function: Responsible for configuration and maintenance of computer and communication systems. Provides the technology that gives others the tools they need to work. Is not responsible for how people use technology (Ex: does not organize the google drive or edit the bulk of the website text, instead provides the tools for others to do so)

10-40 hrs/week total depending on shop commitments

IT SYSTEM DESCRIPTION:

BICAS is a 30-year old non-profit with multiple data systems in various platforms. We are principally using Google Drive for administrative and shop functionality. We have a WordPress website that ties in to CiviCRM. We use the Square Register function in the shop and at events. And we have a custom Java in-house program for tracking Community Tools, Work-Trade, and Community Service usage. Our equipment is mostly old and “new to us” and our users are a combination of technically confident and competent to beginners. We also have a comprehensive Camera and Security system.

DUTIES & RESPONSIBILITIES

10-15 hrs/wk - IT

- Provide technical support for both hardware and software issues that users encounter
- Monitor the system daily and respond in a timely manner to security or usability concerns
- Create and verify backups of data
- Respond to and resolve help requests
- Upgrade systems and processes as required for enhanced functionality and security issue resolution
- Administrate infrastructure, including firewalls, databases, licensure, malware protection software, and other processes
- Install and test computer-related equipment
- Update and organize files/data related to technical systems
- Establish policies and procedures for BICAS' technology and social media use
- Grant writing - apply to appropriate agencies for used computer equipment

Collective:

Average of 2 - 4 hrs/wk, depending on working committee requirements

Attend and participate in mandatory, twice monthly Collective meetings on the first and third Wednesday nights of the month ( 4 paid hours per month).

Participate in at least 1, but preferably not more than 3 standing committees to help with the ongoing governance and running of BICAS. This includes attending 1x month meetings and participating in additional committee work as needed (approx 2-8 hrs/month per committee). One of these committees must be the IT Committee, for which the IT Coordinator will recruit, schedule, & facilitate.

Participate in occasional working groups such as: Hiring Committee, Art Auction Committee, Retreat Committee, Peer Review Committee, Grievance & Accountability Committee, and other ad hoc committees.

Participate in Peer Review processes.

Mechanics:

0 - 15 hrs/wk, depending on season

Will be cross-trained as a mechanic and in all shop positions (see Shop Mechanic job description.)

1-2 regular shop shifts depending on staff needs may be available. Hours may include subbing/ break coverage and building of floor bikes, unless otherwise approved by collective.

QUALIFICATIONS AND EXPERIENCE:

Experience as a System Administrator or Programmer. Strong communication, organization, and ability to meet deadlines. Ability to engage with novice and or distressed users.

Comprehensive Knowledge of HTML/CSS, PHP, Java, maintenance of computer networks and of the following operating systems: Windows Linux OSX. User experience and maintenance of CiviCRM, Wordpress, Photoshop, or other web/graphic design experience a plus. Social media strategy and professional experience helpful. Knowledge of bicycles/bicycle mechanics is not required, but is desired.

Payrate Policy:

The BICAS staff member has the opportunity to grow in the organization based on personal motivation/commitment. The range of pay is adjusted annually in accordance with Arizona's minimum wage. Staff rate of pay increases by \$.50 cents per hour for every 500 hours worked in an attempt to reward experience, long term commitment, and increased participation in the organization. After one year of employment and a positive review, wages automatically jump from BICAS starting wages to experienced wages, which will also increase annually. See full text of Equitable Pay Policy [here](#). Performance will be Peer Reviewed 90-days after hire and

annually in/near the month hired. Former employees, in good standing with BICAS, desiring to return must re-apply for a position at BICAS and if re-hired, will receive the rate of pay they were earning when they left our employ or our entry wage, whichever is higher.

**Additional Information:**

BICAS is a highly rewarding responsibility for those that work as staff but is often a very demanding job. A successful candidate will be familiar with BICAS bylaws, policies and procedures; have an understanding of and desire to implement the mission and vision and long-term goals of the organization; openness to learning and trying new approaches; ability to work unconventional hours when necessary; ability to work in various locations in greater Tucson and attend various committee meetings throughout the year. Please look through the rest of our website for additional information about us. [www.bicas.org](http://www.bicas.org)

BICAS employees and the volunteer board of directors form the non-hierarchical BICAS collective. The collective is the base for all major decisions regarding the organizations' structure and policies. For this reason it is of the utmost importance that all members participate in the collective process. We use consensus-based decision processes in our Collective meetings. The BICAS collective strives to provide its employees with a living wage based on its current annual budget which is why we need all collective members to be involved with advancing the organization and involved in fundraising activities.

BICAS staffs are allowed up to 6 weeks unpaid leave per year as long as leave does not impede shop operations - for the Art Coordinator there is a vacation exclusion period from Oct. 1st through the first weekend in Dec due to Art Auction prep. Staff are required to find their own substitutes for long or short leave of absence. Longer leave is possible with collective approval but is not acceptable in 2 consecutive years. Staff must work a minimum of 25% of their assigned Shop shifts. BICAS budgets funds annually to provide staff with professional development experiences, such as Bike Bike! Leave overlap is based on seniority. New hires are not eligible for extended leave within 6 months of hire date. Unapproved leave of 60 days is considered job abandonment.

This position requires awareness and passion about social and environmental sustainability, local economics and bicycle mechanics, cooperative involvement and collective decision making. Operating a bike project to these standards in an institutional environment and larger community takes tenacity and passion. Successful candidates will be experienced organizers who are interested in working hard and being flexible in order to get things done. This position requires representing and advocating for BICAS in the greater Tucson area.