



# JOB ANNOUNCEMENT

**Richmond Area Multi-Services (RAMS)  
Desktop Support Technician/Trainer  
for the Hire-Ability Vocational Services (i-Ability Program)**

Hire-Ability is the award winning vocational services program of RAMS, in partnership with San Francisco Department of Public Health-Community Behavioral Health Services, California State Department of Rehabilitation, and other private businesses, which serves the San Francisco Bay Area community by connecting employers with trained, assessed, and pre-qualified employees. Hire-Ability provides quality & culturally competent vocational rehabilitation, training, and support services to adults with behavioral health conditions and/or mental health disabilities. Program services include: Vocational Assessment; Basic Job Skills Training; On-the-Job Training; Work Adjustment; Situational Assessment; Job Development; Placement & Retention; and Job Coaching. The Hire-Ability program components include: Employee Development, Employment Services, and Janitorial Training. Hire-Ability also offers a Computer Information Technology classroom training program, and features Café Phoenix, a reputable and well-reviewed client-run café that also serves as one of the on-the-job vocational assessment sites.

**Salary Range:** \$38,000-\$42,000, commensurate to experience & qualifications

**Status:** Full-Time (40 hrs/wk)

**Benefits:** Health insurance coverage & generous leave benefits

Hire-Ability's i-Ability (Vocational IT) is designed to provide IT support within the CBHS environment, while facilitating opportunities for peer support and gaining employment skills. The Desktop and Help Desk Technician provide instruction, support, and supervision of program participants/trainees. This role facilitates quality control mechanisms and provides direct project services, serving as a single point of contact for consumer and family member end users to receive support and maintenance within CBHS desktop computing environment.

Funded by the Mental Health Services Act, this program is an innovative NEW program that is in implementation stage.

**Essential Job Duties include, but are not limited to:**

1. Train group of consumer Technician Assistants with behavioral health conditions to obtain thorough knowledge of computers and information technology, and gain desktop support skills to enable employment in the tech-support field
2. Facilitates a range of instruction to Trainees on installing, diagnosing, repairing, maintaining, and upgrading computer hardware and related office equipment to ensure optimal performance
3. Train consumer Trainees to provide excellent customer service. Consumer TAs are taught via on-the-job experiential training, as well as in a classroom/group setting
4. Participate, along with IT Services Manager and Advisory Committee, on the curriculum development
5. Provide direct, frontline desktop support, and supervision of Trainees
6. Provide end-user assistance and follow-up of end user problems either in person, telephone, or e-mail, in a timely and accurate fashion
7. Install, diagnose, repair, maintain and upgrade PC hardware and equipment to ensure optimal workstation performance
8. Log all help desk interactions including problems, requests and resolutions
9. Stay current with system information, changes and updates
10. Perform other duties as assigned

**REQUIREMENTS LISTED ON FOLLOWING PAGE**

RAMS is a non-profit community-based agency providing bilingual & bicultural mental health and related services to our community. We are an Equal Opportunity Employer and committed to embracing diversity and consider all applicants for all positions without regard to race, color, national origin, ancestry, sex, gender, sexual orientation, sexual identity, age, religion, creed, disability (actual or perceived), medical condition including genetic characteristics, marital status, domestic partnership status, citizenship, military service, height, weight, HIV/AIDS status, or any other characteristic protected by state or federal law or local ordinance.



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## **Minimum Required Educational level & Experience:**

1. A Bachelor's Degree in Psychology, Social Work or other related fields required (OR, related equivalent experience may also be considered)
2. At least one year of experience in vocational rehabilitation and/or behavioral health care services delivery, preferred
3. Intermediate-to-Expert knowledge & skills in Windows based tech support, troubleshooting hardware, and providing end-user support is required
4. Computer/IT Certification &/or work experience in administering Windows XP and Windows 7, utilizing imaging software, MS Office, Lotus Notes, and other office software is very highly preferred
5. Experience in Computer/IT technical training &/or classroom-teaching, and curriculum development / planning is very highly preferred
6. Demonstrated knowledge & understanding of Vocational Rehabilitation principles and behavioral health issues as related to maintaining employment in the community, cultural barriers towards employment of underserved populations as well as consumer empowerment

## **Other Requirements:**

1. Strong commitment to the philosophy, goals, & mission of RAMS in providing community based, culturally competent, and consumer-guided mental health services to the community
2. Strong interpersonal and communication (written & verbal) skills and ability to work effectively and interact professionally with a diverse, multi-cultural, and interdisciplinary staff of all levels
3. Familiarity with community behavioral health systems of care in San Francisco, including the philosophy of care, levels of care for clinical services, and the delivery of such services, very highly preferred
4. Familiarity with the San Francisco community resources/services (may include health, mental health, substance abuse, vocational, housing, etc), highly preferred
5. Establish and maintain accurate records & files and prepare clear & concise reports, correspondence and other written materials
6. Commitment to engaging in professional development activities such as trainings, continuing education seminars, case conferences, and reviewing up-to-date material, etc., as related to vocational IT and service strategies for the population of Hire-Ability
7. Ability to provide bilingual & culturally competent services in threshold languages (i.e. Chinese, Vietnamese, Tagalog, Spanish, Russian), highly preferred, due to the nature of populations served

**Reports to:** i-Ability: Vocational IT Services Manager

**Interested applicants:** send cover letter & resume to Trina de Joya, Director of Human Resources, at [trinadejoya@ramsinc.org](mailto:trinadejoya@ramsinc.org) Position will remain open until filled.

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