



Job Description

Technical Support Associate

Title: Technical Support Associate (part-time)
Reports to: Director of Analytics
Location: Houston, TX

Start Date: March 1, 2018

About Brighter Bites

Brighter Bites is a 501(c)(3) nonprofit organization that brings healthy choices into the homes, minds, and mealtimes of families who live in underserved communities. For 16 weeks during the school year and 8 weeks during the summer, Brighter Bites provides: 1) 50 servings (~25lbs) of fresh fruits and vegetables to participating families each week, 2) nutrition education taught in the classroom through a train the trainer model, as well as handbooks, recipe cards and healthy tip sheets for parents, and 3) a fun food experience consisting of a healthy recipe tasting for families to try when they pick up their produce.

Since inception in 2012, Brighter Bites has distributed > 13Mlbs of produce to more than 20,000 separate families whose kids attend over 100 different schools, camps, and after school programs. To learn more about Brighter Bites, visit www.brighterbites.org.

Position Description

The Brighter Bites Technical Support Associate will assist the data team by providing technical support services to the Brighter Bites team in six cities (remote software provided). **This is a part-time position for 5 - 10 hours / week** and the schedule is flexible, which is ideal for students. **However, candidates will be required to respond / acknowledge work requests within normal business hours of all business days (Monday - Friday, 9am to 5pm).**

General Responsibilities

- Monitors incoming service channels and ticketing system, and respond to customer requests in a timely manner.
- Primarily provide technology support for staff via phone and video conferencing, and some desk visits (Houston only). Responsible for addressing advanced field issues using analytical and technical skills, and escalating to third level, when appropriate.
- Accurately records customer issues into the tracking system; maintains and updates support documentation.
- Strong maturity, professionalism, and judgment; ability to complete most work with little or no supervision
- Other duties as assigned.

Qualifications

- A passion for Brighter Bites' mission and research objectives.
- Education: Enrolled in Bachelor's or Master's degree in any field (technology – related preferred but not required).
- Experience: Minimum 1 year technical support experience within a diverse user community, including some telephone support experience.
- Excellent oral and written communication skills.
- Knowledge required for troubleshooting a broad range of issues with Windows based hardware and software, network connectivity issues, printers, Outlook, and Microsoft Office
- Must have excellent organizational skills, attention to detail, and follow-through.
- Must be capable of independently analyzing, prioritizing and resolving a wide range of users' technical issues

Operational and Physical Requirements

- Must be able to lift or move boxes / equipment (up to 40 lbs).

To apply, please send resume and cover letter to gregory.bounds@brighterbites.org with the subject line "Technical Support Associate".

