



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 1200+ people strong and growing!

You could play a key role supporting the **Information Technology** Division! Go to our job board to apply: [job board](#)

The job at a glance

General Summary

With minimal supervision, the IT Support Technician II provides advanced Service Desk and hands-on technical support to CCRC across more than 40 geographically dispersed operating locations throughout Los Angeles and San Bernardino counties and into Northern California. Primary service desk operations originate from the centralized Chatsworth, CA location.

This role delivers high-quality technical support, independently resolves moderately complex technical issues, and supports enterprise systems and end-user technology. In addition to core service desk responsibilities, the IT Support Technician II participates in junior-level IT project work focused on delivering improved technology solutions to CCRC staff and contributes to the agency's AI initiative - including onboarding, workflow development, and infrastructure build-out of secured LLM environments. The IT Support Technician II operates within an ITIL-based Service Management Framework to ensure timely, consistent, and customer-focused service delivery aligned with agency standards.

Core Benefits!

- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC **covers approximately 90-100% of employee and dependent** medical and dental coverage, and **90%** vision coverage!
 - There are a variety of medical and dental plans offered.
 - **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a **5% contribution** and may participate in the **match of 50% up to the 1st 7% of deferrals**
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Essential Duties And Responsibilities

Within a team structure, this position will perform the following responsibilities:

Service Desk Operations and Technical Support (25%)

- Provide Tier I and Tier II customer support for all CCRC technologies via phone, remote access, and hands-on assistance.

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- Independently document, track, monitor, and resolve service requests in accordance with ITIL-based service management practices and CCRC Service Level Agreements.
- Troubleshoot and resolve end-user hardware, software, and connectivity issues timely and professionally.
- Escalate complex or unresolved technical issues to senior technicians or IT engineering staff with clear documentation and analysis.
- Deliver consistent, customer service-focused communication throughout the lifecycle of support requests.

Systems and Infrastructure Support (25%)

Provide installation, maintenance, and troubleshooting support for agency voice, video, and information technology systems, including but not limited to:

- Microsoft Windows desktops, laptops, and tablets, including system setup, configuration, and troubleshooting.
- Microsoft Active Directory account administration, including password resets, account provisioning, and permissions support.
- Microsoft Office 365 user support and basic administration.
- Multi-function printers and enterprise printing systems, including troubleshooting and vendor coordination.
- Audio-visual equipment setup and support for meeting rooms and events.

Technical Deployment and Field Support (15%)

- Perform moves, adds, and changes (MAC) for computers and peripheral equipment, including cable management and workstation setup.
- Travel to CCRC locations to provide onsite technical support, equipment deployment, and issue resolution.
- Ensure all deployments and configurations comply with CCRC technology standards and security protocols.
- Assist with device imaging, setup, and refresh cycles.

IT Project Support – Junior Project Management (15%)

Under the direction of IT management and in collaboration with senior technicians, participates in IT project work focused on improving technology solutions for CCRC staff and operations:

- Assist in the planning, coordination, and execution of junior-level IT projects, including scoping tasks, tracking milestones, and communicating progress to the supervising project lead.
- Document project requirements, workflows, test results, and deployment steps using CCRC-approved tools and templates.
- Coordinate with end users and stakeholders to gather requirements, schedule deployments, and communicate project updates.
- Support the evaluation and piloting of new technologies and software tools as directed by IT management.
- Participate in post-implementation reviews and contribute to lessons-learned documentation.

Application Support and Monitoring (10%)

- Install, deploy, and support CCRC-approved applications and operating systems.
- Configure, administer, and optimize CCRC-approved enterprise applications (excluding systems containing PII/PHI), including workflow development, advanced configuration, and operational management.
- Monitor enterprise systems using network monitoring tools, antivirus platforms, and device management tools.
- Support mobile device management (MDM), including device setup, troubleshooting, and replacements.
- Assist IT Engineers and senior technicians with troubleshooting efforts and special projects as needed.

AI Initiative and Emerging Technology Support (10%)

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Participates in CCRC's AI initiative under the guidance of IT management, including the enterprise onboarding of AI tools and the development of secured LLM infrastructure for use with agency data:

- Assist in the onboarding, configuration, and user support of CCRC's Claude.ai enterprise deployment and related AI productivity tools.
- Participate in building, testing, and documenting AI workflows using tools such as OpenWebUI, n8n, Claude.ai, and other approved platforms as directed.
- Support the build-out and configuration of on-premises AI infrastructure, including Cisco UCS M5 blade servers, Ubuntu OS installations, and Proxmox virtualization environments under the direction of senior IT staff.
- Assist in the loading, testing, and basic load balancing of small LLMs on CCRC's secured internal AI servers.
- Develop and maintain documentation for AI workflows, server build procedures, and proof-of-concept (POC) test results.
- Adhere strictly to CCRC data security policies; ensure that no PII or PHI is introduced into AI tools or environments unless formally authorized and secured per agency policy and HIPAA requirements.

Non-Essential Duties And Responsibilities

These duties include tasks that are required and comprise less than 5% of daily functions for this job:

- Participate in departmental, agency and professional meetings and workgroups, as assigned.
- Assist with software asset management functions including license tracking, renewal coordination, and vendor support activities related to supported applications.
- Other duties as assigned

Job Specifications

Minimum Required

- **Education:** Associates degree, or High School Diploma / GED and equivalent years of education/training, in Computer Science or related field.
- **Experience:** Minimum of 4 years of progressive IT support experience, including at least 1 year of IT Service Desk support (phone and hands-on) in a Windows-based environment supporting more than 1,400 users across a geographically dispersed organization.
- **Professional/Technical Certifications:** n/a
- **Bilingual Required:** n/a
- **Technical Requirements:**
 - Demonstrated working knowledge of Microsoft Office 365 (or newer) application suite.
 - Basic understanding of computer and network operations, including local area network concepts and TCP/IP protocol.
 - Hands-on experience with PC and VDI hardware troubleshooting.
 - Familiarity with or demonstrated interest in AI tools, automation platforms, or workflow development (e.g., n8n, OpenWebUI, or similar) is a plus.
 - Basic exposure to Linux/Ubuntu operating systems is a plus.
- **Physical Requirements:** Regularly lift, move, and install computer equipment up to 40lbs, typically 1-2 hours per day. *(Please refer to the Physical Activity Chart below for additional details.)*
- **Behavioral:**
 - Demonstrates effective communication skills and consistently maintains a high-level of detail-orientation and accuracy.

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- Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, and effective critical thinking.
- Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
- Ability to prioritize work effectively, multi-task, adjust to meet multiple demands; follow up with tasks through completion; ensure deadlines are met.
- Show ability to have flexibility, maturity of judgment, and ability to work collegially.
- Ability to exercise discretion, confidentiality, apply good judgment in making decisions, work independently and take initiatives.
- Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
- Adherence to technological security in accordance with Agency policy and legal requirements.
- **Travel:** This position requires up to 20% travel. This position is expected to occasionally travel to CCRC's offices throughout Los Angeles and San Bernardino County. Staff members driving on behalf of CCRC may choose to drive a CCRC vehicle or own vehicle and must meet requirements to be an approved driver including holding and maintaining current auto insurance, current California Driver's License and DMV clearance required.
- **Work Schedule:** This position is onsite, Full time, typically M-F, regular business hours
- **Work Environment:** Office work environment; ambient temperature, noise level, indoors
- **Background & Health Clearance Requirements:** Background requirements determined according to the requirements of the program(s) which the position will be supporting. Background check required. As a grant-funded Agency supporting Children and Family Services, CCRC conducts background checks commensurate with the role to verify candidate qualifications (criminal history, employment history / experience, education, reference checks) and ensure grant compliance. Specific roles may have additional verification / clearance to the standard background check as part of the recruitment and selection process, including:
 - **Live Scan Clearance / DOJ Fingerprinting:** For positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health and Safety Code Section 1596.871 and/or Head Start Program Performance Standards 1302.90).
 - **Health Clearance:** For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with "at risk" populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)
 - **MVR / DMV clearance** in accordance with CCRC's liability insurance provisions: For positions where driving is required.
 - **Child Development Permit:** For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)
 - **CPR / Pediatric CPR certification:** For certain identified positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health & Safety Code 1596.865 – 1596.866)
 - **Federal Debarment Checks:** For positions acting in a principal capacity to federal funds (Head Start Program Performance Standards 1304.11, Code of Federal Regulations Title 2 Grants and Agreements 2.180.320 and 2.180.995)
 - **Credit & Bankruptcy Check:** For positions with fiscal responsibility (roles with authority over financial transactions), a credit and bankruptcy check will be conducted to assess financial responsibility in alignment with agency standards and applicable laws, including the federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.) and California Labor Code restrictions on credit reports (Labor Code 1025.5.)

Preferred

All minimum requirements above met, plus:

- **Education:** Bachelor's degree in Computer Science or related field.
- **Professional/Technical Certifications:**
 - A+, Security+ Certifications

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- Microsoft Certified Professional (current)
- ITIL Certification

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling: Moving about on hands and knees.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouching: Bending the body downward and forward by bending the leg and spine.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving: A car, truck, forklift or other types of moving equipment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping: Applying pressure to an object with the fingers.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting (Light): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting up to 30lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting (Med): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 30lb – 50lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting (Heavy): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 50lb+ objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching: Extending hand or hands and extending arm or arms in any direction.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting: Particularly for long periods of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing: Standing or staying on feet for sustained periods of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Physical Activity

Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting: Turning from right to left at the waist.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking: Moving about on feet to accomplish tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Accommodations

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.

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