LOUIS D. BROWN
PEACE INSTITUTE

Louis D. Brown Peace Institute Job Posting

Position Title: Information Technology Specialist
Salary Range: $30.77-$34.62/hr.
FLSA Status: Non-Exempt
Hours: 20 hours/week
Anticipated Start Date: January 11, 2027
Reports to: Administrative and HR Manager
Location: Dorchester, MA

About the Louis D. Brown Peace Institute, Dorchester, MA

The Louis D. Brown Peace Institute stands as a beacon of hope and healing, transforming the devastating impact of murder, trauma, grief, and loss into a powerful force for peace. Rooted in the legacy of Louis D. Brown, a young peacemaker who was murdered at age 15, the organization provides vital support to families navigating unimaginable pain, preventing cycles of retaliatory violence. Through compassionate services, dedicated advocacy, and comprehensive training, the Louis D. Brown Peace Institute fosters a world where all families can live in peace and all people are valued.

Position Summary:
The Information Technology Specialist serves as the organization's trusted and approachable resource for day-to-day technology needs. This role provides hands-on user support, coordinates technology operations, and helps staff use technology confidently so they can remain focused on the Peace Institute's mission. Working closely with staff, vendors, and InfraNet Solutions, the Specialist helps keep technology reliable, secure, well-documented, and easy to use.

Essential Responsibilities

User Support and Technology Operations

- Provide patient, approachable first-line support for routine technology questions and issues. Take ownership of each request, keep the staff member informed, and follow the issue through resolution or escalation.
- Troubleshoot common issues involving Windows computers, mobile phones, printers, Wi-Fi, cameras, meeting-room equipment, and other office technology.
- Coordinate technology onboarding and offboarding for employees and interns, including devices, accounts, equipment, access, and basic user guidance, in partnership with authorized staff and InfraNet Solutions.
- Set up, support, and break down technology for meetings, presentations, training sessions, and events.
- Identify recurring problems, document patterns, and recommend practical next steps to the Administrative and HR Manager and/or InfraNet Solutions.
- Configure, deploy, maintain, and track organization-owned devices and technology equipment.
- Coordinate the procurement of approved technology hardware, devices, accessories, and related supplies.
- Administer approved software installation and licensing and maintain an accurate software license log.
- Issue technology-use agreements to new employees and interns and maintain related records.
- Communicate technology updates, changes, and protocols in clear, practical language.

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- Create and maintain standard operating procedures, quick-reference guides, and other technology documentation.

Information Security and Data Protection

- Follow established security, privacy, access-control, and acceptable-use practices when supporting staff and handling organizational technology.
- Promptly report or escalate suspected phishing, account compromise, device loss, malware, unauthorized access, or other security concerns.
- Support basic security practices such as timely updates, approved software use, secure account setup, and accurate device and access records.
- Use sound judgment and involve the appropriate internal leader or InfraNet Solutions when an issue requires elevated access, specialized expertise, or incident response.

Phones, Printers, and Office Technology

- Provide day-to-day support for the organization's phone system and office phones and coordinate unresolved service needs with Comcast.
- Troubleshoot common printer and copier issues, including connectivity, paper, toner, and printing errors.
- Coordinate unresolved copier and printer issues with the appropriate service provider.
- Monitor toner and other basic technology supplies and notify the Admin Coordinator when replacements are needed.

InfraNet Solutions Liaison

- Build a productive working relationship between Peace Institute staff and InfraNet Solutions by gathering complete information, communicating expectations regarding cost and timeline, and coordinating advanced technology needs through resolution.
- Submit clear and accurate service tickets, track progress, communicate status updates to affected staff, and follow up until each request is resolved.
- Coordinate scheduled maintenance, installations, upgrades, and repairs with InfraNet Solutions.
- Escalate complex, urgent, or security-related technology issues promptly to the appropriate staff member and/or InfraNet Solutions.

Other

- Participate in all-staff, team and 1:1 meetings, workshops and professional development opportunities

Non-Essential Responsibilities

- Staff Peace Institute signature events, including and not limited to the Mother's Day Walk for Peace, Peace B'Que, and Survivors of Homicide Victims Awareness Month (SHVAM).

Experience Required

- At least three years of experience providing hands-on technology support, coordinating IT services, or working in a comparable user-support role.
- Working knowledge of Google Workspace, Microsoft Office, Windows PCs, mobile phones, printers, and common office technology.

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- Demonstrated ability to troubleshoot methodically, document work accurately, and explain technical information in plain language.
- Strong organizational skills, attention to detail, and the ability to manage multiple requests and priorities.
- Ability to protect confidential information and exercise good judgment when handling accounts, devices, and organizational data.
- Experience in a nonprofit, small organization, or similarly resource-conscious environment is preferred.
- Familiarity with UniFi networking is helpful but not required.
- A+, Network+, Security+, Microsoft, or comparable certifications are welcome but not required. Equivalent practical experience and a demonstrated ability to learn unfamiliar technology will be considered.
- Service-oriented and respectful, with patience for people who have different levels of technical confidence.
- Dependable and accountable, with consistent follow-through on commitments.
- Calm, resourceful, and solution-focused when unexpected problems arise.
- Clear communicator who listens carefully and avoids unnecessary technical jargon.
- Proactive and curious, with a willingness to learn, improve processes, and handle both routine and complex requests.
- Collaborative, with sound judgment about when to resolve an issue independently and when to escalate it.

Benefits:

- Medical, dental, 401K, Aflac plans, paid vacation, PTO, flex time, paid holidays, annual self-care stipend, and professional development opportunities.
- Opportunities to contribute and learn within a community-based, survivor-led, strengths-based organization.

How to Apply:
Email cover letter and resume, including three professional references' contact information, to jobs@ldbpeaceinstitute.org by November 22, 2026. In the email subject line, include the position title and your full name. Only complete applications will be considered. No phone calls, please. Qualified candidates will be contacted.

The Louis D. Brown Peace Institute is an equal opportunity employer and does not discriminate based on race, ethnicity, sexual orientation, nationality, ability, age, gender identity or gender expression or any other characteristic protected by federal, state or local laws. We celebrate diversity and are committed to creating an inclusive environment for all employees, interns and volunteers.