IT DESKTOP SUPPORT

Closing Date: Until Filled
Classification: Non-Exempt
Salary Range: $20.15 - $26.18 Hourly (DOE)

PURPOSE:

To provide first line technical support and service for internal and remote employees on all company supported applications. Desktop Support maintains and monitors end-user workstations and equipment performance to meet company and user requirements. Services include desktop hardware, mobile phone, printer, software, and A/V support.

Requirements:

- Installation and troubleshoots laptops, desktops, software and /or networks (wireless, printing, switches, phones, etc.)
- Determines source of computer problems (hardware, software, user access, etc.) and makes necessary corrections and adjustments
- Assist with Microsoft 365 administration: Entra, SharePoint and Intune.
- Communicates ongoing and repetitive problems and/or equipment issues to Sr. System Administrator
- Supports staff with appropriate corrective and/or instructive action to ensure computing needs are met.
- Recommend and implement systems and procedures for the collection, compilation, and reporting of data.
- Responsible for updating tickets in the Service Desk ticketing application following all established procedures and protocols.
- Provides technical support, one on one training, and guidance to agency management and computer users.

Helpdesk Support

- Responsible for day-to-day technical support and timely resolution of end-users' desktop related issues, incident tickets and optimal restoration solution
- Providing direct, over the phone or remote troubleshooting of end-user desktop, equipment, application, device communication and connectivity issues in a timely fashion
- Imaging, Installing, diagnosing, repairing, maintaining, and upgrading desktop, devices, equipment, software applications and operating system
- Support all hardware and software Add, Change, Move, Install, Imaging, Upgrade of desktops, printers, copiers, devices, equipment and ensure optimal performance of the end-user workstations
- Ensures desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers, and administrative systems to help minimize end-users' downtime
- Manage service request tickets in the Helpdesk ticketing system and any issues are beyond the scope of the Desktop Support, escalate issues/problems to System Analyst/Sr. System Administrator and vendors as the case may be
- Performs general preventative and remedial maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
- Maintain knowledge and certifications necessary to support computer equipment and peripherals.
- Responsible for tracking hardware and software inventory

- Responsible for IT asset and inventory control, including asset tagging, equipment check-in/check-out, issuance to new staff and recovery of equipment from departing staff
- Familiarize and assist end-users on basic software, hardware and peripheral device operation and use
- Works with vendor support contacts to resolve technical issues within the desktop environment
- Responsible for setting up AV system including laptop, projector, conference phone and Zoom conference call for events and meetings
- Responsible for setting up and supporting conference rooms and meeting spaces, including connecting and troubleshooting TVs, monitors, displays and projectors to ensure rooms are ready for meetings and events
- Perform basic printer/copier troubleshooting and maintenance
- Responsible for replacing printer and copier toner and maintaining adequate stock of toner and consumables for all devices
- Acquire and test information systems to verify functionality and compatibility with existing organizational hardware and software
- Perform basic troubleshooting of VOIP phones and phone connectivity
- Responsible for providing services on SANDIS application as Backup of SANDIS Administrator
- Assist with IT projects under supervision from senior team members
- Provide occasional off hours support for users and events
- Ability to frequently lift and carry hardware and supplies weighing up to 50 pounds.
- Other duties as assigned.

Training & Reporting

- Provide training to staff on new technology solutions and to new staff on new employee orientation
- Assist with training on MS Office applications for e-mail, public folders storage and remote access, etc.
- Report user, application & operational concerns and/or risks to supervisor and management as appropriate
- Consistently follow WRC Asset Management Procedure for accurate inventory tracking

Management Support and RC Representation

- Actively participate as a contributing member of the WRC IT
- Provide supervisor and management teams summary updates and recommendations from member workgroups

PREFERRED SKILLS AND TECHNOLOGY EXPERIENCE:

- Associates degree or commensurate experience; A+ Certification strong plus, BA strong plus
- 1-3 years of helpdesk relevant experience
- Hardware and software troubleshooting is required
- Skilled knowledge of desktops, laptops, printers and peripheral hardware components.
- Working knowledge of Windows 10 and 11 operating systems.
- Working Knowledge of M365 Suite and Windows Server
- Knowledge of the following software: Windows, Mac OS, Microsoft Office Suite (Word, Excel, Outlook), Adobe and other industry specific software solutions.
- Experience with mobile support a plus (Android/Apple)
- Experience A/V equipment
- Working knowledge TCP/IP, DNS, DHCP, etc.
- Ability to resolve issues without IT Manager’s supervision.

- Strong written and verbal communication skills.
- Ability to independently identify, research and resolve IT problems utilizing personal knowledge as well as generic and other resources when necessary
- Personal drive and motivation to stay ahead of ever-changing IT learning curve
- Ability to successfully fulfill multiple requests in a timely and efficient manner
- Ability to work under time pressure while maintaining a positive attitude
- A+, Network+ and M365 Certifications are a plus.
- Reliable personal transportation and all necessary insurance to provide services.
- Ability to provide services on weekends, as necessary

This position will be based in the office. This a full time, non-exempt role and hours may varies based on the needs of the Westside Regional Center.

This summary is not intended to represent an exhaustive list of duties; additional responsibilities are determined as to meet the needs of the community we support*

WRC is an equal opportunity employer. Further, WRC will consider employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

If interested, please send resume and cover letter to Jobs-WRC@Westsiderc.org by the closing date and include the Job Title in the subject line of the email.