

DESKTOP SUPPORT

PURPOSE:

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

NATURE OF WORK:

- Installation and troubleshoots laptops, desktops, Wyse terminal, software and /or networks (wireless, printing, switches, etc.)
- Determines source of computer problems (hardware, software, user access, etc.) and makes necessary corrections and adjustments
- 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 implements 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

- 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, project, conference phone and Zoom conference call for events and meetings
- Perform basic printer/copier troubleshooting and maintenance
- 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 7 Enterprise and Windows 10 operating systems.
- 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 MCSE are plus.
- Reliable personal transportation and all necessary insurance to provide services.
- Ability to provide services on weekends, as necessary
- Strong Knowledge in VDI environment

This position will primarily be based in the office; however, remote work may also be available. This a full time, non-exempt role and hours may varies based on the needs of the Westside Regional Center.

Per California state mandate, the COVID-19 vaccination is required for all regional center employees. Proof of vaccination AND booster is required by at the time of hire; also, this position may be subject to weekly testing and other health and safety requirements.

WRC is an equal opportunity employer. Further, WRC will consider for 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 jons-WRC@Westsiderc.org