

**Los Angeles Mission, Inc.
Job Description**

Job Title: Technology Support/Helpdesk
Level 2
Department: Information Technology
Reports To: VP of Information Technology
FLSA Status: Regular, Full Time, Non-Exempt
Grade Level 9
Prepared By: Human Resources Department
Prepared Date: December 2014

SUMMARY:

Demonstrate Christ-like behavior and attitude in all job duties and responsibilities. Provide helpdesk service while maintaining front-end technical support for all users and equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following (other duties may be assigned.)

- Responsible for maintaining firm standard setup for PCs and printers; install, set up, and provide support and troubleshooting assistance to personnel regarding PC hardware, operating system, software installation and printer issues. Work with imaging software to image and deploy newly imaged computers for rollout.
- MacOS desktop integration experience in a Windows domain is a must
- Support all users connected via network, Wi-Fi and remotely connected VPN users as well.
- Setup computer, telephone and mobile phone equipment. Ensure proper installation of data cabling, as well as wireless and mobile networking setup and configuration.
- Configure the operating system with appropriate password, encryption and anti-virus, with email and Microsoft office applications.
- Setup new user accounts with remote server access. Configure user email clients (outlook 2016/2019), security groups, email groups, mobile email and cell phone setup
- Office 365 desktop support
- Adobe Photoshop or other photo imaging tools experience is a plus along with WordPress experience
- Perform repairs or replacement of computer related hardware as needed along with software and peripheral equipment updates.
- Consult with IT management on problems found and possible solutions. Carry out our IT security policies and report security problems to IT management to establish requirements for new systems or modifications to our network.
- Build, upgrade, maintain and configure IBM computers, laptops and related peripherals.

- Ability to prepare network patch cabling (Cat-6, plenum, cat-5e).
- Assist supervisor with technical tasks related to data services and support.
- Create and verify workstation images for deployment using imaging software utilities (ghost, image-x, etc.).
- Document all service call and history using our helpdesk log database.
- Extend the use of the Laserfiche Document Management system to departmental users to efficiently manage, store and retrieve electronic documents for increased productivity and integration with Microsoft Office applications.
- Other duties as assigned by the VP of Information Technology.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Some weekend support may be required to complete tasks that are considered necessary to complete. You must be a self-starter who can work with minimum supervision

EDUCATION and/or EXPERIENCE:

Bachelor's degree (B. A.) from four-year College or university, one year related experience and/or training, and A+ Certification.

A+ certification or MCSA preferred Microsoft certification (MCP) Network+ with 3-5 years related experience and/or training, or equivalent combination of education and experience. Apple *IMAC desktop support is a must*

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Must have the ability to speak English effectively and clearly with your co-workers as well as when providing end user support.

CERTIFICATES, LICENSES, REGISTRATIONS:

California Driver License

(Any listed below)

A+, MCP, MCSE AA in Computer Science or ASEET in computer technology

Comp-Tia Network + or MSCA

LOS ANGELES MISSION EVENTS:

All Mission employees are required to work the four (4) yearly Mission street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to walk, talk and hear. The employee is occasionally required to stand and regularly required to sit, manual dexterity necessary in using hands to finger, handle, feel, type on computer

keyboard. The employee required to reach with hands and arms. The employee must occasionally lift and/or move up to 40 pounds up stairs. Specific vision abilities required by this job include distance vision, color vision, depth perception and peripheral vision. The employee is required to have close visual acuity to perform an activity such as viewing a computer terminal. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER: and values diversity. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.

I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.

Employee Signature

Date

Employee Name (please print)

Date

Approval

Date