



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

Job Title: Desktop Support Specialist	Reporting To: Director, IT
Department: IT	Position: Full-Time/ Non-exempt

Purpose of Position

The Desktop Support Specialist will support the end-user computer needs for functionality, systems updates and hardware deployments. The role provides support to Orange County United Way teams by providing user assistance and training on both systems and applications used by the organization. End-user and system support is provided for both onsite and remote employees, the need to troubleshoot and fix problems will occur regularly using remote connectivity tools. The position will also be responsible for hardware and software deployments, inventory controls, user training on systems and applications.

Key Duties and Responsibilities

- Provide desktop systems and user support to ensure required computer capabilities are available to all users
- Develop and provide systems and software training to the end-users
- Manage trouble tickets and ensure customer satisfaction
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software for local and remote users
- Develop and maintain an inventory of all IT desktops, components and equipment
- Maintain documentation on all desktop processes and procedures
- Ensure that application and system updates are in place
- Deploy, implement, troubleshoot and support the workforce environment
- Monitor the ongoing operation of the Windows environment
- Identify risk and challenges and implements corrective actions as needed
- Performs related work as assigned

Core Competencies

- Proficient computer software and hardware troubleshooting skills
- Working knowledge of networking and troubleshooting skills
- Excellent communication skills (verbal and written)
- Ability to develop training materials, document processes, and procedures
- Demonstrated organizational skills with ability to manage multiple task simultaneously, meet and adapt to-fast paced support demands, demanding workload, and work with a diverse set of stakeholders.
- Exemplary interpersonal skills with the ability to interact and work with users



Job Requirements /Technical Knowledge

- Skilled in Windows 10 environments
- Microsoft Office tools, Word, Excel, Outlook, Projects and Teams
- Networking and troubleshooting skills
- Computer software and hardware troubleshooting skills
- User desktop support

Employment Standards

- Ability to work both remotely and onsite.

Compensation

- \$25.00 - \$30.00 per hour. Competitive benefits.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Send Resumes To:

recruiting@unitedwayoc.org

Orange County United Way
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www.unitedwayoc.org