

DESKTOP SUPPORT ASSOCIATE

Department: Operations/Information Services

Reports to: Assistant Director of Information Services

Overall Responsibility

Under the supervision of the Assistant Director of Information Services, the Desktop Support Associate is responsible for hardware maintenance and support, software configuration and user support.

Essential Duties and Responsibilities

- Hardware Maintenance and Support
 - Troubleshoots, repairs, and maintains computer hardware & peripherals
 - Analyzes video conferencing systems, including proper systems operations, configuration, and appropriate end-user assessment
 - Coordinates service repair calls with various vendors for computers, printers and other computer peripherals
 - Deploys new hardware as directed by senior Information Services staff
 - Maintains complete hardware inventory and critical spare parts
 - Responsible for replacing printer consumables, and maintaining an adequate replacement stock of toner, ink cartridges and printer maintenance kits
- Software Installation and Configuration
 - Conducts needs analysis, including end-user consultations, to determine proper software and systems configuration
 - Installs, configures and tests new software according to needs
 - Deploys software to new computers in accordance with standard configurations, insuring proper licensing prior to installation
- User Training and Support
 - Provides first level technical support to users
 - Provides assistance with task completion by all end-users
 - Assists users with conference room equipment setup and video editing

Qualifications

- Associates Degree in Computer Science or equivalent experience
- Proficient in Microsoft Windows operating systems and software; this includes Windows 7, 8, and 10 operating systems, Office 2010, 2013 and 2016 suites and Office 365
- Ability to manage user accounts in Active Directory
- Experience with Quest Kace Systems Deployment is a plus
- Jamf administration is a plus
- Strong written and verbal communication skills
- Ability to comfortably lift 50 pounds and run cabling through relatively cramped spaces

Interested applicants may submit a resume to jobs@necc.org