



## Position Announcement

**POSITION:** Help Desk Technician

**SALARY:** \$17.00 - \$20.00 per hour

### **OVERVIEW:**

The Help Desk Technician is responsible for the installation, evaluation and maintenance of agency-wide computer systems, telecommunications, and database information design as identified and prioritized by the IT Manager. Programming, planning, development, security, tracking of agency database information, and inventory of networking structures is required. The Help Desk Technician is responsible for responding to employee requests for technical support and insuring that all systems within the Agency are properly maintained. Problem resolution may involve the individual give in-person, hands-on help at the desktop level.

Duties include, but are not limited to:

- Respond to IT requests and prioritize according to the IT Support System.
- Troubleshoot technical problems and communicate timelines to effected staff.
- Server management for network control, user security, traffic monitoring and web access throughout the agency, including knowledge of software and internal configurations of LAN/WAN connectivity.
- Maintain DHCP, DNS, AD Exchange, SMS, SQL; add and remove users.
- Maintain anti-virus software and other software protection systems.
- Repair and update agency wide telephone system.
- Install telephone lines within our buildings and troubleshoot issues that are not the responsibility of the vendor.

### **QUALIFICATIONS:**

A Bachelor of Science in Computers or Technical degree with courses in computer technology.

**OR** The equivalent combination of education and related work experience in computer technology field.



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#### **TO APPLY:**

Fax: (866) 659-6866

E-mail: [jobs@kidshome.org](mailto:jobs@kidshome.org)

Website: [www.kidshome.org](http://www.kidshome.org)

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