*Rural Community Assistance Corporation*

**Job Description**

***Desktop Support Technician***

**Classification:** *Grade C* **Department:** *Information Technology*

**Status:** *Non-Exempt* **Supervisor:** *IT Director*

**Organization**

Founded in 1978, RCAC is a 501(c)(3) nonprofit that provides training, technical and financial resources and advocacy so low-income rural communities can achieve their goals and visions. Our dedicated staff and active board work to make our vision of vibrant, healthy and enduring rural communities a reality across the West.

**Information and Technology Department**

RCAC’s information and technology (IT) department supports RCAC’s business objectives by providing a secure and stable IT infrastructure. IT staff plan, operate and manage RCAC’s IT infrastructure including end user/desktop support, network and systems design and administration, network and systems security, inventory management, database administration and application development.

**Position Description**

The Desktop Support Technician provides general and specialized support services for the corporate and field staff with regard to RCAC’s computer systems and networks. Major responsibilities include, but are not limited to: identifying staff needs; troubleshooting and resolving work station issues; and performing basic installations and software upgrades.

**Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process.** **Duties and responsibilities include but are not limited to:**

* Provide technical computer assistance to staff
* Order approved hardware and software from vendors
* Repair or schedule repairs on computer hardware
* Assist with server installations as needed
* Maintain an organized working environment
* Install operating system and application software and perform software upgrades
* Maintain inventory of software, software licenses, hardware and other IT-related equipment
* Provide periodic training sessions on the proper operation of both hardware and software; assist with company-wide systems trainings
* Manage the PBX system and accounts
* Assist with projects as requested by the IT director and other staff
* Provide excellent customer service

**Skills and Qualifications**

* Ability to troubleshoot technical software and hardware problems
* Significant knowledge of Windows 7 and Windows 10 operating system configurations
* Ability to perform software installations and application upgrades using Microsoft deployment tools for Windows 10 imaging operating systems
* Significant knowledge of business software including Office 2013 and Office 365
* Experience supporting end users in a business setting and remotely, including Help Desk ticket management and documentation
* Ability to provide excellent customer service
* Experience with iPhone configurations and end user support
* Ability to follow detailed instructions with minimum supervision and to handle multiple priorities simultaneously
* Ability to listen and communicate effectively, verbally and in writing

**Physical Job Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work performed in an office requires ability to operate computers and various pieces of office equipment, including telephone. Use may be moderate (average two hours per day) to heavy (four or more hours per day)

While performing the duties of this position, the employee is frequently required to stand and/or sit for prolonged periods of time; walk; talk; hear; use hand to manipulate; handle; feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.

The employee may occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Preferred Education and Experience:**

A combination of experience and/or education is necessary to qualify for the position. A typical combination may include:

Experience:

Two (2) years of applicable experience in related field (education may be substituted for experience).

Education:

Associate degree or A+, Network +, MCP, MCDST certifications a plus

**Special Requirements:**

Possession of a valid driver’s license and proof of insurance that meets the minimum requirements of RCAC corporate liability policy will be required when traveling for business purposes.