

Job Announcement

21250 Box Springs Road
Moreno Valley, CA 92557
Ph 951-275-5055
Fax 951-275-0025



Helpdesk Technician (Part Time)

Salary: \$15.00 - \$18.00

Essential Duties:

1. Serve as the first point of contact for staff seeking technical assistance over the phone or email
2. Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
3. Perform remote and on-site troubleshooting through diagnostic techniques and pertinent questions. Determine the best solution based on the issue and details provided by customers
4. Walk the customer through the problem-solving process
5. Defer unresolved issues to the next level of support personnel
6. Provide accurate information on IT products or services
7. Record events and problems and their resolution in logs.
8. Follow-up and update customer status and information
9. Write documentation both for internal usage of IT staff, but also training materials for FSA employees
10. Train computer users either via pre-recorded training video, written instruction or directly in onsite classroom environment training sessions as needed.
11. Install, modify, and repair technology hardware and software.
12. Resolve technical problems with network, servers & systems, software and cloud based applications.
13. Punctual and Regular Attendance
14. Other tasks as needed and directed.

Report to: Director of IT

Minimum Qualifications:

- 3-5 years experience as a help desk technician or other customer support role
- Tech savvy with knowledge of computer systems, ticketing systems and remote management
- Ability to diagnose and resolve basic technical issues
- Customer-riented and cool-tempered
- Excellent communication skills (written and oral); detail oriented
- Ability to promote a positive team oriented atmosphere
- Ability to maintain confidentiality
- Background Fingerprint Clearance
- Drug Test Clearance
- The ability to read and write English and to communicate at the level required for successful job performance.

Licenses and Certifications:

Current CA Driver's License and Proof of current Automobile Insurance

Physical and Mental Demands:

- ✓ Ability to sit in front of computer for long periods of time
- ✓ Ability to stay focused with many interruptions
- Ability to deal with many different personalities

Equal Opportunity Employer / Drug Free Workplace

HOW TO APPLY: To apply for this position please complete an application at:

Human Resources
21250 Box Springs Rd, Ste. 211
Moreno Valley, CA 92557

Or

<http://fsaca.org/careers.html>

You may submit your resume along with an application. Please note that you are not considered an applicant until you have completed an application for employment.