



Position Title: Junior PC Support Specialist

Program: Information Technology

Supervisor: Director of Information Technology

Primary Purpose of the Job:

We are looking for a customer service focused IT professional to provide Entry-level technical support to end users utilizing desktop computers with Microsoft operating systems and other business related software. Troubleshoot, build, deploy and provide maintenance of desktops, laptops, printers and scanners. Experience in answering and providing first line resolution, to end-user requests for support over the telephone and through email in a professional and polite manner and properly record the requests in the Helpdesk ticketing system. Assist with projects and tasks that are assigned to PC Support Specialist. Sees users as key institutional assets, thus thrives for keeping users productive with timely and effective user support and network support administration. Seeks to keep IT users satisfied with technical support and seeks to improve user productivity and secure use of network assets.

Essential Duties:

- Provide 1st level support and resolutions for CentroNia end users, working both remotely and on-site, on hardware and software related issues.
- Build, re-image, deploy, maintain, and troubleshoot desktops, laptops, printers, scanners, and other IT related equipment.
- Install, troubleshoot, and maintain PC related software.
- Provide help desk phone and e-mail coverage and enter help desk tickets into a ticketing system.
- Accurately document and communicate work assignment status to users and in the Helpdesk ticketing system.
- Maintain IT Technology inventory listing.
- Assist on projects and tasks assigned to Jr. PC Support Specialist
- Respond to requests from computer users regarding hardware, software, or network connection problems or questions;
- Advise users of the on-going status of their request, and places follow-up calls to ensure that satisfactory service was provided;
- Review records to check hardware/software inventory, update service calls, and verify or modify user identification records through the help desk system;
- Learn the functions and operation of new products, systems, or equipment by attending training or through tutorials or self-instruction;
- Refer the more difficult problems or non-routine requests to other Senior technical support staff or supervisors;
- Perform all AV-Setups for meetings or conferences to include (projector/laptop setups)
- Be responsible of copier machines, taking care of toner level, paper jams, and basic periodic maintenance. Keep stock of toners and others supply for Konica copiers.

- Telephone equipment setup, installation & maintenance;

Responsibilities

- Evaluates local area network hardware and software requirements and capabilities and makes recommendations;
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Monitors and maintains PC stability;
- Trains users on software and equipment usage;
- Other projects as assigned

Other Duties:

1. Participate in and support staff meetings, retreat and other forums
2. Inform employees of new IT compliances and important information

Required Core Competencies:

1. Propensity for problem solving.
2. Excellent project management
3. Highly driven with a hands-on approach to getting work done
4. Good planning, time management, communication, decision making, presentation, organization, and interpersonal skills
5. Demonstrate self-motivation, continual learning, and initiative.
6. Practice professional and effective interpersonal communication skills.
7. Able to work independently with little to no supervision
8. Able to work in a team.
9. Proven ability to build relationships with, and influence all levels within an organization.
10. Must be able to work independently as well as develop rapport, trust, and open communication in the work environment.
11. Must possess good judgment and decision-making.

Desired Attributes:

- * Excellent verbal and written communication skills.
- * Ability to work independently and as a team member.
- * Excellent organizational skills.
- * Ability to multitask and work well under pressure.
- * Innovative and energetic.

Experience:

- * Microsoft Windows 2000/2003/XP workstation operating systems
- * Microsoft Windows 2K3 network operating systems
- * Microsoft Office XP/2003
- * LAN, WAN or WLAN, VPN, Terminal Server
- * Telecommunications (e.g., data and voice communications)
- * Hardware such as desktops, servers, printers, copiers and scanners
- * Standard IT processes
- * Spanish a plus!!

Required Education:

Possess a High School diploma or GED and a Associates Degree or Formal Accreditation in Information Technology. A+ certification is highly desirable.

Required Experience:

Minimum of three years help desk experience on the installation, deployment, upgrades and problem-solving of Windows operating systems and other Microsoft software. Some knowledge of LANs and an understanding of network protocols, including IP addressing. Have the skills to provide excellent customer service and communicate clearly both verbally and in writing with users, peers and management.

Other Requirements:

To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the Essential Duties of the job. The following codes are used to explain the frequency of physical activity:

"F" for frequently; "O" for occasionally; "N" for not at all

On the job the employee must be able to carry/lift loads of:

- (F) Light (up to 25lbs.)
- (O) Moderate (25-50lbs.)
- (O) Heavy (over 50lbs.)

On the job the employee must:

- | | | | |
|---|------------|----------------------------------|-----------------|
| (F) Bend | (F) Sit | (F) Squat and Kneel | (F) Stand |
| (O) Crawl | (F) Walk | (O) Climb | (O) Push/Pull |
| (F) Handle objects (Manual Dexterity) | | (O) Reach above shoulder level | |
| (F) Use fine finger movements | | | |

Working Conditions:

Office located within a community-based organization with a safe, stable and healthy environment. CentroNía has a very diverse staff, and Spanish/English bilingualism is essential to conduct business and serve clients.

To apply, please submit your application, resume and cover letter; indicating the position you are applying to:

Human Resources Department at CentroNía or DC Bilingual Public Charter School at:

1420 Columbia Road, NW, DC 20009

centroniajobs@centronia.org

dcbilingualjobs@centronia.org

Fax (202) 745-0154

“Educating children and youth, and strengthening families, in a bilingual, multicultural community.”

CentroNía and DC Bilingual PCS are equal opportunity employers