

## Valley Oak Children's Services Job Description

Job Title: Desktop Support Technician/Help Desk Support  
Department: Administration  
Reports to: Human Resources Manager  
Grade:  
Classification: Non-exempt

Approved by Board of Directors:

This position is responsible for providing Workstation / Help Desk support planning, organizing, and implementing VOCS information technology systems. VOCS Employee Responsibilities include actively supporting the Agency mission, vision, and values and becoming familiar with all programs operated by Valley Oak Children's Services.

**Essential Duties and Responsibilities** include the following:

- Provide Workstation Level Support troubleshooting, installing, and maintaining PCs in a domain environment
- Troubleshoot and resolve a wide range of technical problems (Hardware/Software/Peripherals)
- Utilize Ticket System to track open tickets
- Manage and maintain all computer systems and networks within the agency
- Manage network drive data, storage, and security
- Identify, procure, and install hardware, peripheral components, and software needed to satisfy user requirements.
- Monitor Data Back-Up Reports
- Spyware/Virus Removal & Repair
- Provides suggestions to enhance or streamline current workflow procedures and processes
- Manage Software Licenses and Renewals
- Manage and maintain agency VoIP telephone system.
- Maintain other technological systems such as fax machines and copiers.
- Purchase, Install, and track printer toner
- Ability to learn and understand VOCS primary software applications
- Any other VOCS skills Web Page Management, Zoom experience, etc.
- Maintain, install, modify, and troubleshoot software applications.
- Act as a liaison between agency and software vendors.
- Develop and maintain written procedures and instructions.
- Maintain an inventory system of equipment and software.

- Train new staff and provide ongoing trainings as needed on the use of equipment and software.
- Provide information and recommendations regarding strategic long-range planning of technology systems.
- Provide statistical information and/or reports as requested.
- Participate in VOCS functions, meetings and training as needed.
- Other duties as assigned

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to an individual to perform essential functions.

- Strong organizational and communication skills
- Motivated, inquisitive, self-starter with a desire to learn and succeed
- Experience with Microsoft Windows 10
- Experience with Microsoft Office 2016/2019
- Basic understanding of Microsoft Windows Server OS.
- Understanding of Basic Networking & TCP/IP Concepts
- Ability to work independently with minimal direction and according to schedule
- Excellent communication skills - ability to communicate project status and key issues effectively to employees and management
- Determine work priorities for yourself and others in accordance with project plans, timelines, fluid work demands, and implementation policies and practices
- High level of customer focus and satisfaction
- This position does require interaction with employees in their workplace; appropriate dress and professional appearance are a must.
- Ability to lift up to 50Lbs

**Education and Experience:**

- Bachelor's degree (B.A./B.S.) or equivalent from a four-year college or technical school in Computer Science or similar field. One year of education may be substitute with two years of experience.
- 2+ years of directly related technical support experience preferred Knowledge of general office systems.
- **Certificates, Registration, Licenses:** A valid California driver's license is required. Vehicle liability insurance is required per the State of California. The position requires travel and dependable transportation.