



JOB DESCRIPTION

Position: IT Desktop Support

Reports to: IT Manager/Supervisor

Overview:

The IT Desktop Support will perform Help Desk duties for California Waste Solutions Offices. The primary responsibility of this position is to provide support to end-users on a variety of IT issues, in an effective and timely manner. The IT Desktop Support will be the first point of contact for IT support and must be able to communicate and interact with both technical and non-technical users throughout various departments

Essential Functions:

- Provide support to end-users in an effective and timely manner.
- Respond to IT help desk calls, emails and user requests for technical support in areas.
- Maintain the Desktop Environment by testing and deploying appropriate upgrades, updates and patches as needed.
- Secure the computing (desktop, laptop and phone) environment through established IT policy and technologies by regular monitoring and auditing of the end-user environment.
- Deploy and monitor anti-spam and anti-virus countermeasures.
- Maintain records of equipment deployment, repairs and service requests
- Maintain inventory of desktop and laptop computers, peripheral components and software licenses.
- Maintain a change log on any systems modified or repaired in the course of normal operations.
- Maintain and organize cabling and other physical infrastructure accessories.
- Analyze, prioritize, resolve or escalate technical issues in a timely manner through the effective use of available resources.
- Communicate expectations (issue, urgency, actions, timeline) for appropriate parties with a given issue. Follow-up on resolved issues.
- Maintain a working knowledge of supported devices, technologies and software.
- Create and/or maintain network user accounts.
- Perform any and all other projects and duties as assigned by IT Manager

Qualifications and Requirements:

- 3 – 5 years IT Support experience, as well as significant knowledge of commonly used IT concepts, practices and procedures
- Minimum 3 – 5 years computer hardware and troubleshooting experience
- Minimum 3 – 5 years of experience with Windows XP in a windows network domain environment.
- Working knowledge of MS products including Windows 2003/8 server or Exchange 2010 is desired



- Working knowledge of Ethernet networking and TCP/IP (Net+ a plus).
- Good troubleshooting skills with MS Office 2010 applications is desired Demonstrated ability to troubleshoot a variety of end-user problems
- Demonstrated ability to troubleshoot software, hardware, printer and network issues
- Ability and willingness to learn new technologies
- Ability to work and think effectively under pressure and accurately prioritize and complete tasks within established timeframes
- Ability to assume responsibility and exercise good judgment when making decisions within the scope of the position.
- Comprehensive working knowledge of the operation of desktop computers
- Effective interpersonal communication skills for establishing and maintaining effective working relationships staff at all levels and peers
- Willingness and skills necessary to find the root cause of issues along with solutions

California Waste Solutions is an equal opportunity employer. We provide a competitive compensation package consisting of medical, dental, vision, life insurance coverage, and a 401k plan. Compensation will be commensurate with experience and qualifications.