

Job Summary:

The job of Desktop Support Assistant is done for the purpose/s of managing and maintaining the personal computers (workstations) and workstation desktop functionality for the office. This includes installing new workstations, reassigning existing workstations and removing obsolete workstations. Desktop functionality includes (but is not limited to), email, web browsing, document processing, other business-related essentials, and support of workstation peripherals. This job coordinates with office network and/or system staff for assistance with network and/or server support. This job supports and trains staff and end-users on new and/or existing workstation functions and/or changes in function.

Essential Functions:

- Assists with sharing of files and printers for the purpose of facilitating efficient resource usage by office employees.
- Coordinates with staff for the purpose of smooth workstation operations and backup coverage for the office.
- Assists the implementation of an anti-virus solution for the purpose of maintaining an un-compromised computer and network system.
- Maintains workstation security for the purpose of keeping the day-to-day operations viable.
- Recommends equipment purchases for the purpose of augmenting and/or replacing existing hardware to keep performance levels satisfactory.
- Supports staff and end users in the usage of hardware and software for the purpose of enabling efficient and proper use of workstations and workstation desktop functions.
- Trains staff on workstation desktop usage for the purpose of being able to utilize any new functionality.
- May travel to other sites for the purpose of supporting workstations and desktop functionality.
- Utilizes a ticket tracking solution for the purpose of keeping current status on workstation repairs and/or enhancements requested by staff.

Skills, Knowledge and/or Abilities Required:

- **Skills to:**
 - maintain and foster a team spirit with fellow staff;
 - manage a wide variety of workstations and maintain optimum efficiency;
 - track multiple projects and keep things on task;
 - configure and plan existing and new workstations and peripherals;
 - troubleshoot and diagnose.
- **Knowledge of:**
 - Windows and Mac workstation software;
 - email systems (internal and external);
 - Internet support systems (DNS, HTTP, etc.);
 - Internet security methods.
- **Ability to:**
 - communicate effectively over the telephone, in person, in a seminar setting or electronically;
 - establish and maintain effective working relationships with those contacted in the performance of duties;
 - introduce and train others on workstation desktop technologies;
 - work productively in a multi-tasking environment;
 - maintain records and keep documentation up-to-date;
 - keep management apprised of issues and recommend solutions for those issues.

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact the organization's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some fine finger dexterity. Generally the job requires 85% sitting, 10% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

Education Required:

- High school diploma.
- Associate degree and/or Vocational degree preferred.

Experience Required:

- Two years of experience working with Windows workstations and networks.

Certificates, Licenses, Clearances, Testing and/or Bonding required:

- Valid California driver's license and proof of automobile insurance.
- Department of Justice and FBI Fingerprint Response.

FLSA Status: Non-Exempt

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This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office. This organization is a Drug and Tobacco - Free Workplace. This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.