



## Job Announcement

Posted: 9/1/2021

### *IT Service Desk Agent*

*ACCESS is an energetic, diverse, and compassionate team that creates positive change in the community every day. If you are dedicated, hardworking and have a passion for helping others, ACCESS is the place for you!*

<b>Job Title:</b>	IT Service Desk Agent
<b>Job Hours:</b>	Full Time (40 hours per week)
<b>Salary:</b>	\$19.75 to \$23.25 per hour DOE
<b>Benefits Offered:</b>	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

#### **Position Summary**

The primary responsibility of IT Service Desk Agent is to oversee ACCESS' primary IT Service Desk tasks including but not limited to: providing professional, timely, and accurate phone and desk-side support to meet the organization's needs for reliably functioning computers, printers, telephones, and other devices. This role requires a firm understanding of Office 365, PC, laptop, and printer hardware, network connectivity, servers, and software.

#### **Primary Duties & Responsibilities**

- Completes all desktop support tickets effectively and timely including account issues, hardware and software issues, and equipment check out through JIRA Service Desk
- Perform proper intake, triage, troubleshooting, escalation and resolution for all helpdesk tickets, including those associated with line of business applications, active directory management system operating systems/roles or hardware configurations (workstations, printers, servers, firewall, switches and phones)
- Provide exceptional customer service while communicating ticket updates to client frequently, and professionally representing the company at all times
- Continuously develop technical and professional skills by learning from experiences, studying, and completing training courses
- Establish and maintain relationships with employees and vendors
- Assist other departments within organization to utilize agency software programs
- Set up and maintain computers, printers, cellphones, security systems, and other devices
- Set up and take down technology for meetings and events
- Provide support and maintain SharePoint site for organization

#### **Primary Requirements**

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- Associates degree with relevant emphasis or equivalent from two-year college or technical school with 2-3 years related experience and/or training; or equivalent combination of education and experience.
- Experience supporting multiple departments, troubleshooting OS and hardware issues.
- Firm understanding and usage of Office365 including Sharepoint, and O365 Suite.
- Certifications such as A+, Network+, MCP (MCSA/MCSE), or other technological certifications are desirable.
- Experience in Active Directory a plus



## **Job Announcement**

Posted: November 27, 2019

### ***IT Service Desk Agent***

- Has advanced skills in working with hardware, software, support, and management of computer systems and can adapt extremely well to newer applications.
- Ability to maintain client, vendor and intra-departmental confidentiality.
- Excellent organization and communication skills.
- Ability to work independently and collaboratively.
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

#### **Apply by Sending Application, Cover Letter & Resume To**

ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504

OR Email [hr@accesshelps.org](mailto:hr@accesshelps.org)

Visit [www.accesshelps.org](http://www.accesshelps.org) for more information