



Desktop Services Coordinator

General responsibilities: On-site position responsible for the effective and efficient operation of computer set up and systems. Help maintain the integrity, reliability, and efficient operation of users' workstations and the software and other hardware they need to do their jobs. Work with IT Administrator

Specific operating responsibilities:

- Respond to helpdesk requests in a timely manner, track progress and resolutions within Spiceworks, and share simple troubleshooting techniques with users
- Set-up and maintain user hardware and install software (for Macs and PCs, iPads, etc.) for both on-site and off-site users; implement upgrades as necessary
- Troubleshoot and resolve technology related issues
- Help with yearly IT budget planning and monitor expenses throughout the year
- Request quotes and purchase hardware and software as needed
- Conduct training for staff on technology as needed
- Be available for before and after hours desktop support
- Maintain an inventory of computer hardware and software
- Participate in all phases of hardware and software life cycle; research and recommend new technologies to implement as needed
- Assist in the implementation of strategic plans for the IT Department
- Assist in the troubleshooting and maintenance of the corporate servers
- Perform additional tasks as needed

Knowledge and Skills:

- Bachelor Degree in Computer science or related technical field or equivalent job experience
- Experience with back-up systems and processes
- Aptitude for continuous learning
- Knowledge of MS SQL server preferred
- Demonstrated communication skills, team work, positive attitude, strong desire for continuous learning, and excellent customer service to internal and external customers

Please send resume with cover letter and/or COVER VIDEO to: humanresources@smp.org