



**Job Title:** Help Desk Technician II  
**Job** Support the IT Division Director in maintaining all  
**Responsibilities:** aspects of information technology and services including networks, MS office, email, remote access, software. Support users and computers located at Lomas office, 4<sup>th</sup> Street office, InterCare homes, La Paloma Greenhouse, Assisted Living and Supported Living homes. Primary responsibility is user support and customer service. Be present and visible in the Help Desk and available to users requiring technical assistance. The Help Desk Technician is the first point of contact for ARCA staff seeking technical assistance for technology issues.

Provide information and guidance to ARCA staff regarding areas of expertise. Regular interaction with staff in all units and corporations required. Occasional contact with vendors to verify or exchange routine information may be required. Assist system administrator with system and backup support activities.

- Qualifications:**
- A. Knowledge, Skills and Abilities**
- Must have pro-active work style and strong interpersonal skills.
  - Must be able to communicate effectively with all staff.
  - Must be able to think and write logically.
  - Must be able to travel to ARCA locations to service computers.
  - Must have the ability to handle constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations.
  - Must have basic project management skills.
  - Experience performing basic system administration tasks including user account creation, proper

provisioning of permissions and system backup and recovery solutions.

**B. Education, Experience, and Credentials**

- Must have at least an Associates Degree in Information Technology and four-years' experience with user support, software, and hardware. Must have four-year experience supporting networks in the Microsoft and Windows environment.
- Certifications such as MCP/MCSE/MCITP including CompTIA A+, Network+ or CCNA preferred.
- Must understand different network protocols, DNS name resolution and network routing.
- Experience supporting MS Windows, MS Office, and MS Outlook.
- Experience using Help Desk Software to manage and track incidents.
- Experience with ITIL approach to IT service management. ITIL Foundation v3 certification preferred.
- Experience working as part of an IT project team preferred.

**Work hours:** Regular office hours of Monday through Friday 8:00 – 4:30pm. Occasionally will be required to work outside office hours.

**Pay rate:** \$30,600 - \$40,000 (\$14.71 - \$19.23) based on experience.

**Documents requested:** Resume & copies of certifications emailed to [hr@arc-a.org](mailto:hr@arc-a.org) or fax to (505) 332-6873.