

LOS ANGELES REGIONAL FOODBANK
JOB AD

Job Title: Helpdesk Support
Job Type: Full Time Hourly
Reports to: Chief Information Officer
Shift: Monday-Friday
Location: Los Angeles

Principal Function:

Helpdesk Support will troubleshoot and solve application issues and respond to end-user calls and e-mails. Will provide excellent customer service and communication skills to assist users and answer questions at various end-user skill levels.

KEY JOB RESPONSIBILITIES:

Perform system back-up and maintenance procedures; Monitor completion of automated system processes; Perform recovery procedures as directed; Assist in IT special projects as time permits; Log all incidents and maintain help desk database; Handle in bound calls and ensure customer satisfaction through entire transaction; Respond to end-user calls and e-mails; Assist with set up of Desktop/Laptop accounts; Install and/or maintain printers, copiers, and other office equipment; Account for internal Office Equipment assigned to users; Update cellphone accounts

REQUIREMENTS:

- Experience with NAV2009 and Raiser's Edge (preferred but not required).
- Experience with Windows 7 personal computers and Microsoft Office applications.
- Minimum High School graduate with some college-level coursework in computer operating systems; Bachelor's degree in Information Technology or Computer Sciences preferred
- Experience with providing system support by telephone.
- Be well organized and able to handle multiple tasks.
- Ability to establish priorities effectively.
- Must have excellent customer service skills and exceptional phone etiquette.
- Self-motivated individual with optimistic attitude.
- Attention to detail in a fast-paced environment.
- Ability to work independently and with a group.
- Able to communicate well (orally and written) in English.
- Dependable in both production and attendance.
- Able to lift, push, pull, and carry up to 40 pounds.
- 2 - 3 years troubleshooting experience in a business setting.

We offer a competitive benefits package, including comprehensive medical, dental and vision plans; life insurance; Employee Assistance and long-term disability plans; flexible spending accounts and a 403(b) retirement savings plan. If interested in this position, please apply directly at jobs@lafoodbank.org.

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

The Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer".

