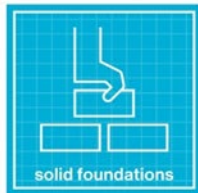




Title: Desktop Support Specialist	Employment Status: Full-time
Department: Business Solutions	FLSA Status: Non-Exempt
Reports to: Information Technology Manager	Supervises: Volunteers

CULTURAL BLUEPRINT *Habitat Metro Denver's Cultural Blueprint highlights the specific behaviors and mindsets that support our core values and guide day to day decisions, behaviors, and interactions of every person within our organization.*



solid foundations
We keep mission and relationships at the heart of everything we do.



innovative design
We embrace change, take initiative, and stay curious.



open doors
We welcome everyone!



clear windows
We focus on authenticity, transparency, and accountability.



supportive structures
We collaborate and have each other's backs.

GENERAL DESCRIPTION

The Desktop Support Specialist provides customer service and support for desktop and SaaS platforms, networking devices, software applications and communication systems. Responsibilities include requirements gathering, configuration, installation, upgrades and day-to-day support. The team member in this position must be able to adapt to changes in work environment and schedule with a positive attitude. They are able to handle several tasks at one time and maintain poise under stressful situations. The Desktop Support Specialist seeks to ensure that the employees and volunteers of Habitat Metro Denver have reliable technology systems, devices, and applications, and support them in their day-to-day use. This team member must show familiarity and expertise in current technologies, cloud-based applications, collaboration tools and information sharing applications. The organization currently has systems in five locations across the metro area, and this position will require travel between those locations often.

The following reflects the organization's definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

CORE RESPONSIBILITIES:

Customer Support

- Serve as the primary point of contact for employees and volunteers seeking assistance with technical issues, maintaining an accessible and professional support desk presence.
- Independently assess, prioritize, and resolve IT incidents and service requests received through the ticketing system, email, phone, and chat, determining appropriate solutions and resolution paths.

- Diagnose and resolve hardware and software issues across laptops, ipads, peripherals, printers, Office 365, and other SaaS platforms, applying independent technical judgment to determine appropriate solutions.
- Develop and continuously improve IT documentation, processes, knowledge resources, and self-service solutions, identifying opportunities to reduce recurring issues and improve the employee experience.
- Provide ongoing support during software rollouts and migrations.
- Document all support activities, including issue details, resolution steps, and communication with end-users.
- Gather feedback from users to improve training effectiveness and system usability.

System Maintenance

- Maintain Habitat Metro Denver's systems and software as well as cell phone, printer, and network copier/scanners.
- Install new software releases and system upgrades, evaluate and install patches, and resolve software and hardware related problems.
- Communicate system changes and updates clearly to all end-users in a clear and understandable format.
- Maintain inventory of IT equipment and ensure proper asset tracking.

Onboarding & Training

- Conduct onboarding sessions for new employees on hardware, software tools, and platforms.
- Provide one-on-one or group training for hardware and software usage.
- Ensure all required software and hardware is ready for new employees on Day One.
- Collect and document all software and hardware received on employees' last day.

Other Responsibilities

- Support the Facilities Manager with the operation and maintenance of Habitat facilities as needed; triage staff maintenance requests, set up and rearrange offices, and coordinate vendor maintenance visits.
- Other associated duties as required to help fulfill our mission in alignment with our Cultural Blueprint values.

KNOWLEDGE, SKILLS, AND ABILITIES

- Familiarity with current technologies, and the ongoing desire to learn new technology quickly.
- Demonstrated ability to be a team player and willingness to lend a hand with any project.
- Strong communications skills to interact with all levels of the organization.
- Ability to represent oneself and the organization to vendors, partners and volunteers in a professional and respectful manner.
- Ability to work under pressure and meet deadlines.
- Ability to independently seek solutions but also work well in a team-based environment.
- Able to comfortably speak and present in front of a large group in person and virtually.
- Ability to organize, prioritize and budget time to meet commitment.

EXPERIENCE

- Minimum 2 years of experience in an IT service-related position; Help Desk, Desktop Support, information systems, Field Service Tech, etc...
- Proficiency in Microsoft products and operating systems.
- Computer Science training or related field; or equivalent work experience is required.
- Training or experience in one or more of the following areas: Desktop hardware and software

support; application accommodation; network design, installation and support; server hardware and software support.

- Training or experience in one or more of the following areas: Office 365; Microsoft Windows desktop; Microsoft Azure Active Directory; switched Ethernet topologies; Network technologies such as firewalls and VPNs; network routing and TCP/IP.
- An Bachelor of Technology degree could be beneficial in this role.

WORK ENVIRONMENT & CONDITIONS, PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- In-person / in-office work model with most work done indoors in a shared office environment or meeting setting.
- Ability to talk on the phone and work at a computer for extended periods of time.
- Ability to adequately traverse a retail store; lifting /carrying up to 50 pounds when necessary; plus, bending, twisting, reaching or other similar activities as required.
- The ability to type.
- This position will provide support to administrative offices, retail stores and a production warehouse. Ability to travel to different work sites to provide on-site systems and technology support is required at locations and times when public transportation is unavailable.
- Valid driver's license and ability to be insured under the company's insurance policy is prerequisite; driving is required. A Motor Vehicle Report (MVR) will be run for insurance purposes.
- In office position – 5 days / Week.
- Work outside of traditional office hours (evenings & weekends) will be required.
- Habitat's office where this position will report to is 430 S Navajo St, Denver, CO 80223.

Starting pay range for this position is \$24.40 - \$27.45/ hr, with offers typically between the minimum to midpoint of the starting pay range posted depending on qualifications, internal equity and the budgeted amount for the role. The full range for this position is \$24.40 - \$30.50/hour.

Benefits available include medical, dental and vision insurance options with employer paying up 100% for employee only coverage; 401k with employer match up to 4%; paid time off for vacation, holidays, floating holidays; and parental leave; short- and long-term disability; Healthy Families and Workplaces Act (HFWA) Leave; Paid Family and Medical Leave (PFML); and paid time to volunteer.

Please apply by copying and pasting the following link in your browser:

<https://www.paycomonline.net/v4/ats/web.php/portal/9F05EDCA5A4F338D08503989FA9B94C0/jobs/253248>



At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.