



IT Desktop Support

Reports To: IT Director
Department: IT
FLSA Classification: Non-Exempt
Salary: \$58,000 – \$60,000 Annually
Date Updated: 9/29/23

Job Description

Summary/Objective

Reporting to the IT Director, this position will be maintaining, creating, designing, and troubleshooting IT desktop and network operations. The position is not a remote position.

Principle Duties and Responsibilities

Accounts Receivable Management:

- Desktop Support is responsible for identifying inventory needs and maintaining sufficient office supplies for Desktop Support. Will provide desktop support for all systems and users.
- Respond to and design and implement solutions for employee assistance requests concerning computer, data, and related IT issues.
- Designs network solutions including security issues and related IT issues.
- Provide guidance to management and executive teams regarding areas of concern and suggested resolutions or best practices.
- Management of outsourced IT consulting and other vendors as may be selected by the employer.
- Maintaining sufficient office supplies for Desktop Support.
- Provide desktop support for all systems and users.

Qualifications

- Three years of experience involving technical support of servers and experience working in a Windows-based server environment.
- Possesses experience managing a Windows Active Directory Domain, SQL applications, and/or intranet and internet environment.

- Experience with Salesforce and SharePoint.
- Experience managing any of the following areas is also highly desirable: Virtual server environment, Exchange, networks with multiple sub-nets, and implementation of new technologies.
- Working knowledge of PC hardware, including laptops, desktops, and printers.

Physical Requirements

- This position requires the ability to sit, bend, squat, stoop, and walk-up a flight of stairs and be able to safely lift 50 pounds and carry 20 pounds. Reach with hands and arms and use hands and fingers to handle objects and operate tools, computers, and/or controls.
- Must have a valid Driver's License and ability to be insured by Company policy.
- Must clear background check for a Community Care Licensed facility, including physical, TB, and drug test.
- Must be 21 years of age or older.

Work Environment

- Typical office environment. Based on business needs, your responsibilities may require offsite meetings, conferences, or training.

Affirmative Action/EEO Statement

Hanna is an equal-opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Ready to Apply?

Send your resume and cover letter to: jobs@hannacenter.org