



Sunnyvale Community Services

Preventing Homelessness and Hunger in Our Local Community

IT Support Technician

In this role, the IT Support Technician will be responsible for the maintenance and upkeep of computer systems, peripherals, and any other technology used by the company. This includes the set-up and troubleshooting of company devices, software, and the continual upkeep of computer inventory. You will also provide staff with basic training on using hardware, software and cloud-based services used for employees' daily tasks. Duties will also include the basic maintenance and upgrades on peripheral systems, such as printers, servers, cloud software and other technology. For more complex work, you will manage and oversee the appropriate vendor.

Daily duties will include the monitoring and upkeep of the IT support ticketing system, prioritizing and handling problems as they arise. Installed technology in the building should be checked regularly to make sure everything is functioning and that updates are current on all devices. It will be the support technician's responsibility to make sure essential systems are healthy daily before staff need to utilize them.

This is a Part-time / Regular or Temporary position.

Pay range is based upon skills and experience \$27 – \$29 per hour.

DUTIES & RESPONSIBILITIES

- Daily monitoring and awareness for all installed technology in the building
- Technology onboarding for new hires, basic training and support
- Prioritizing, completing, and closing support tickets opened by the company
- Flexibility in tasks, being able to prioritize based on business impact
- Basic repairs and upgrades for computer systems
- Assistance in remote communication technologies (Zoom, Teams, O365, etc.)
- Administration of O365 users & groups, Zoom phone system and other systems

QUALIFICATIONS

- Bachelor's degree in Information Technology or related field AND 2 years' experience as an IT Support Technician or related role
- Basic knowledge of networking, cloud systems administration, business automation
- Comfort in using multiple operating systems (Windows 10/11, OSX/iOS, others)
- Sharp troubleshooting skills, being able to critically think on a complicated problem

- Great interpersonal skills, being able to deliver a great end user experience

PHYSICAL REQUIREMENTS

- With or without reasonable accommodation(s), the essential functions of this position require certain physical and mental abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stooping, pushing, pulling, lifting (25 lbs), typing, writing (in English), reading (English), speaking (English), seeing, hearing, mathematical calculations, problem-solving, reasoning, composition, and decision-making.
- Often required to sit in a stationary position, and repeated use of wrists, hands and fingers for typing, writing, and holding objects (pens, pencils, phone, etc.) while sitting at desk.
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, or kneel.
- Environment will be indoors with a normal office environment amount of noise, with occasional increased noise if go into the warehouse.
- Vision abilities required by this job include distance for safety and close vision for reading, computer, etc.

HOW TO APPLY

Please submit a resume and cover letter to jobs@svcommunityservices.org. Sunnyvale Community Services is an Equal Opportunity Employer and is committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, contractors, vendors, and clients.