

JOB OPENING (JOB CODE: IT012)

[JOB TITLE:] Helpdesk Support Specialist II **[SALARY BASE:] Competitive Salary**

[CONTACT:] Human Resources Dept. 2701 S. Chase Avenue. Milwaukee, WI 53207

[LOCATION:] Donna

[STATUS:] Full Time **[TERM:] Regular**

[CLOSING DATE:] Until filled

[APPLICATION DEADLINE:] 11/29/20

[NUMBER OF OPENINGS:] 2

[JOB TYPE:] Internal/External

[SUMMARY:] Under direct supervision, the Helpdesk Support Specialist II will ensure business functionality of UMOS user-based technology systems in multiple locations nation-wide including, but not limited to, personal computers/laptops, tablets, cellular devices, VoIP phones, printers, and other peripherals. Respond to user requests in a timely manner, utilizing remote support tools, in person and/or by phone, to aid with software, hardware, or networking problems; analyzes and resolve or escalate problems when necessary. Advise users and answer questions regarding standard system procedures, policies, capabilities, and security. May assist in the development of training materials and programs to build end-user and workgroup-level skills.

The ideal candidate must display excellent written and oral skills with demonstrated interpersonal and organization abilities. A candidate for this position must be able to work in a varied, fast paced environment.

[JOB DUTIES:]

1. Implement Health, Transitional and Family Services at the Center including but not limited to: Monitors network performance to ensure network is available to all system users and resolves data communication problems, escalates as required.
2. Maintains and updates user device tracking and inventory information for all UMOS technology hardware equipment and software.
3. Performs network server backup/restore procedures according to system instructions and IT practices.
4. Utilizing the helpdesk system, receives, investigates, resolves and documents level 1 and 2 support requests from users having problems using computer software and hardware or inquiring how to use specific software.
5. Discusses sequence of procedures followed with users to determine sources of error.
6. Answers questions, applying knowledge of computer software, hardware, and procedures; researches problems or patterns of problems with co-workers, applications programmers, network specialists, or other technical personnel to recommend long-term solutions.
7. Escalates level 3+ issues as needed for timely resolution.
8. Analyzes user's needs to determine most appropriate and efficient use of technology needed to accomplish user's tasks.
9. Maintains high level of technical knowledge through interactions with other IT personnel, vendors, technical information resources, and specific training.
10. Assist with software and hardware testing to evaluate ease of use and effectiveness for users' needs.
11. Install software, computer systems, and peripheral equipment.
12. Review or revise technical and user documentation, processes, and procedures.
13. Prepares written and electronic reports, correspondence, and other documents as needed.
14. Maintains confidentiality of network users, data, lists, rights and permissions.

15. Attends meetings, conferences, and other workshops as assigned, performs special projects and other related duties as needed.

[QUALIFICATIONS:]

1. AA Degree in Computer Science, Data Processing or equivalent combination of education, training and work experience.
2. Three or more years of delivering user system support including but not limited to: Windows 10, Active Directory, Office 2019/365, audio and video conferencing technologies (e.g., GoToMeeting, Teams, Webex).
3. Industry recognized IT Support Certifications (i.e., A+, MS 365, MCSA, Network+) a plus
4. Advanced knowledge of company supported software and user hardware including desktops, notebooks, IOS tablets/phones, and peripherals. Working knowledge of IP based enterprise networks.
5. Manual dexterity necessary to operate computer keyboard and to install system hardware
6. Physical strength to move and setup multiple user system workstations and peripherals.
7. Able to work with confidential information. Demonstrated ability, through experience or education, to work independently and in a team environment, to analyze and understand detailed information.
8. A keen interest in customer satisfaction.
9. Able to travel and work irregular hours.
10. Bilingual (Spanish) a plus.
11. Must have and maintain valid Wisconsin driver's license and reliable transportation for travel to and from remote UMOS locations and for the transportation of PCs and peripherals.

CONDITIONS OF EMPLOYMENT

Employment with UMOS is contingent upon successful completion of a criminal background check prior to employment. In accordance with licensing regulation, must complete a physical exam and TB test showing absence of Tuberculosis within 30 days of employment or sooner as required by local/state regulation. Must complete approved Shaken Baby Training prior to working with children, Fire Extinguisher Training, Infant/Child CPR and First Aid within 30 days or sooner as required by local/state regulation. If no AA/BA in social work or related field, must obtain a credential or certification in social work, human services, family services, counseling or a related within eighteen months of hire. Work hours will vary from 1st and 2nd shift and occasional weekends.

WORK ENVIRONMENT

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential functions.

Physical Demands: 1) employee is frequently required to stand, walk, sit, bend; 2) occasionally required to lift and /or move up to 40 lbs.; 3) frequently required to drive; 4) frequently exposed to moderate temperature generally encountered in a controlled or uncontrolled temperature environment

Tools & Equipment Used: a) phones, computer system; b) fax machine, copy machine, laminator, Computer, calculator; c) first aid equipment, fire extinguisher. Usage varies by position

[CLICK HERE TO APPLY FOR THIS JOB.](#)

Equal Opportunity Affirmative Action Employer

11/16/20