



Building Better Futures

HELPDESK SUPPORT SPECIALIST II – Milwaukee, WI

JOB CODE: IT012

Schedule: Full Time

Work Status: Regular-Hourly

Salary: \$21.22 to 26.53, based on experience

Location: 2701 S Chase Avenue, Milwaukee, WI 53207

We Invite You to Join UMOS' Diverse & Dedicated Team

Earn up to \$3,000 in incentive pay during your first year of employment!

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UMOS' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UMOS is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

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Benefits

To support its team members, UMOS offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The option to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UMOS annually contributes at least 3% of employees' eligible compensation

Diversity & Equal Opportunity

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

Are you a customer service-oriented Help Desk Specialist that enjoys providing technical support in an efficient and accurate manner? We have an opportunity for you!

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.

Primary Responsibilities:

1. 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 experiencing technology issues and/or needs.
5. Establishes priorities on Help Desk tickets based on established helpdesk and departmental
6. guidelines and procedures.
7. Ensures that incidents are properly documented with issue description, worklogs, and resolution. Discusses sequence of procedures followed with users to determine sources of error.
8. Answers questions, applying knowledge of computer software, hardware, and procedures; research problems or patterns of problems with co-workers, applications programmers, network specialists, or other technical personnel to recommend long-term solutions.
9. Performs desktop and laptop imaging and installation as needed.
10. Installs, modifies, and repairs to computer hardware, software, and peripheral systems.
11. Escalates level 3+ issues as needed for timely resolution.
12. Analyzes user's needs to determine most appropriate and efficient use of technology needed to accomplish user's tasks.

13. Maintains high level of technical knowledge through interactions with other IT personnel, vendors, technical information resources, and specific training.
14. Assist with software and hardware testing to evaluate ease of use and effectiveness for users' needs.
15. Install software, computer systems, and peripheral equipment.
16. Review or revise technical and user documentation, processes, and procedures.
17. Prepares written and electronic reports, correspondence, and other documents as needed.
18. Maintains confidentiality of network users, data, lists, rights, and permissions.

Qualifications:

1. AA Degree in Computer Science 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 10/11, Active Directory, Office 2019/365, audio, and video conferencing technologies (e.g., Zoom, 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.
5. Working knowledge of IP based enterprise networks.
6. Knowledge of principles and operations of computer systems and related peripheral equipment.
7. Ability to analyze and troubleshoot users' problems via the telephone.
8. Ability to convey technical procedures and directions in layman's terms
9. Manual dexterity necessary to operate computer keyboard and to install system hardware
10. Physical strength to move and setup multiple user system workstations and peripherals.
11. 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.
12. A keen interest in customer satisfaction.
13. Able to travel and work irregular hours.
14. Bilingual (Spanish) a plus.
15. 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.

Additional Eligibility Requirements:

Employment with UMOs is contingent upon successful completion of a criminal background check prior to employment.

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UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.