



California's Valued Trust

JOB DESCRIPTION

Position:	Help Desk Support Analyst
Reports To:	Information Technology Manager
Status:	Full Time
Classification:	Exempt

Position Summary

Operates under the general direction and supervision of the Information Technology (IT) Manager. Demonstrates excellence in technical skills and technical knowledge required to support staff and members with technical support on all applications, systems, and technical related functions.

Essential Duties:

- Provides technical assistance to CVT employees and members as required.
- Performs system maintenance functions.
- Performs thorough system and application testing as required.
- Document and communicate test results.
- Documents systems, programs, and operational processes.
- Performs routine maintenance on existing systems
- Provides technical project assistance to IT department staff
- Perform basic graphic design tasks for communications and marketing materials

Minimum Qualifications

Education:

- High school diploma or equivalent
- Associates Degree, CompTIA certification, or equivalent experience in technology

Experience, Skills &

Abilities:

- Effective communications skills, both oral and written.
- Technical support experience.
- Experience user of Microsoft Office applications including word processing, spreadsheets, email, publishing, design.
- Ability to coordinate and prioritize support tickets based on organizational needs.
- Experience with content management systems and website editing.
- Adept at technical problem solving.

Preferred Skills:

- Microsoft desktop and server environment(Windows 7, 10, Windows Server 2008 and above)
- Microsoft Office applications(Word, Excel, Access, Outlook, PowerPoint, Publisher)
- Adobe Acrobat
- Linux Operating Systems
- Network concepts(TCP/IP, File Sharing, Network Printing, SSH, Authentication, Security, IP Telephony, Network Infrastructure, SFTP)
- General technical troubleshooting

Miscellaneous:

Required to work occasional evenings and weekends.
May travel locally, as required.

Confidentiality:

Requires adherence to established policies on confidentiality of records and other information available through employment with the Trust.