

**LOS ANGELES REGIONAL FOOD BANK
JOB AD**

POSITION: Helpdesk Support Technician *rotating Saturday on-call*
SUPERVISOR: Systems Manager
STATUS: Hourly/Non-Exempt



PAY RANGE: \$21.00 - \$24.00 Hourly

The base pay offered will consider internal equity and may vary based on the candidate's job-related knowledge, skills, experience, and other factors.

LOS ANGELES REGIONAL FOOD BANK

The mission of the Food Bank is to mobilize resources to fight hunger in our community. To fulfill our mission, we source and acquire nutritious food and other products and distribute them to people experiencing nutrition insecurity through our partner agency network and directly through programs; energize the community to get involved and support hunger relief; and conduct hunger and nutrition education and awareness campaigns and advocate for public policies that benefit the people we serve. Food Bank employees are hired because of their unique skills, diverse perspective, and their commitment to our mission. This means that each of us, working together, will do all that we can to fulfill our vision that no one goes hungry in Los Angeles County. Our core values include: Respect, Stewardship & Accountability, Collaboration, Urgency, Service, Integrity and Diversity. Our organization is committed to maintaining a positive and engaging workplace for all employees.

ESSENTIAL FUNCTIONS

The position of Helpdesk Support Technician will troubleshoot and solve application issues and respond to end-user calls and e-mails. This position will provide excellent customer service and communication skills to assist users and answer questions at various end-user skill levels.

WHAT YOU'LL DO

End-User Assistance & Troubleshooting: Log all incidents and maintain the help desk ticketing system. Handle inbound calls and ensure customer satisfaction through the entire transaction. Respond to end-user calls and e-mails. Assist with the setup of Desktop/Laptop accounts. Install and/or maintain printers, copiers, and other office equipment. Account for internal office equipment assigned to users. Update cell phone accounts. On-call/after-hours support may be required when necessary to perform high-risk or planned downtime of company systems for upgrades and maintenance. Scheduling is based on staffing. May be scheduled to work Saturdays, nights, or be on-call as a regular part of the job.

Systems Maintenance & Monitoring: Perform and monitor system backup and maintenance procedures under the supervision of the Systems Manager. Monitor the completion of automated system processes. Perform

recovery procedures as directed. Assist in IT special projects as time permits. Duties and responsibilities are subject to change based on business needs.

QUALIFICATIONS

- Experience with Microsoft Navision Dynamics and Raiser's Edge (preferred but not required).
- Experience with Windows 11 and up personal computers and Microsoft Office applications.
- Experience with Mobile Device Management System(MDM).
- Minimum High School graduate with some college-level coursework in computer operating systems; Bachelor's degree in Information Technology or Computer Sciences preferred
- Experience with providing system support by telephone.
- Be well organized and able to handle multiple tasks.
- Ability to establish priorities effectively..
- Must have excellent customer service skills and exceptional phone etiquette.
- Self-motivated individual with an optimistic attitude.
- Attention to detail in a fast-paced environment.
- Ability to work independently and with a group.
- Able to communicate well (orally and written) in English.
- Dependable in both production and attendance.
- Able to lift, push, pull, and carry up to 40 pounds.
- 2 - 3 years of troubleshooting experience in a business setting
- Possess a valid California Driver's License and have access to a reliable, insured vehicle. Must be able to travel within Los Angeles County as required. Work assignments may include various facilities and hubs across Los Angeles County, including locations in Los Angeles and the City of Industry, CA. Flexibility to commute between Food Bank facilities as needed is essential.
- Passion for the Food Bank's mission and commitment to the values of the organization: inclusion, diversity, equity, accessibility, respect, stewardship & accountability, collaboration, urgency, service, integrity, and diversity.

BENEFITS

We offer a comprehensive benefits package:

- Medical: Employee HMO coverage as little as \$10 per bi-weekly paycheck and access to Nonstop Health funds
- Dental: Employee HMO coverage available at no cost
- Vision: Comprehensive vision insurance with generous allowances for examinations and material costs
- Flexible Spending Accounts
- Employer-paid Life Insurance and Long-Term Disability
- Optional Long-Term Care Insurance
- 403(b) retirement savings plan with employer match
- Employee Assistance Program (EAP) with expanded Mental Health
- Employee recognition programs
- Growth & career development support for professional certifications and additional training resources

- Vacation: Two weeks annually for the first three years
- Holiday: Nine paid holidays; eligible upon date of hire
- Sick Leave Time available

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

In instances of a federal, state or locally declared emergency, Los Angeles Regional Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

The Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer." Applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status. The Food Bank fosters an organizational culture where ideas and decisions from all people help us grow, innovate, and serve in a rapidly changing world. We strongly encourage people from underrepresented groups to apply.

Typical schedule Monday-Friday 7:30am-4:00pm; rotating Saturday on-call.

Interested in joining our team? To learn more about this opportunity and apply, visit our [Career Center](#).