

**LOS ANGELES REGIONAL FOOD BANK
JOB AD**

POSITION: Helpdesk Support
SUPERVISOR: Chief Information Officer
STATUS: Hourly/Non-Exempt, Full Time



COMPANY

The Mission of the Food Bank is to mobilize resources to fight hunger in our community. The Food Bank serves more than 300,000 clients on a monthly basis and, in 2019, distributed 81.2 million pounds of food. Los Angeles Regional Food Bank employees are hired because of their skills, and because of 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 FUNCTION

Helpdesk Support is responsible for troubleshooting and solving application issues, responding to end-user calls and e-mail requests. This individual will work with the IT team to solve problems creatively and timely, with the ability to escalate issues to senior technical staff as needed. This role requires 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 and Troubleshooting: Handle in-bound calls and ensure customer satisfaction through entire transaction. Respond to end-user calls and e-mails. Assist with setup of desktop and laptop accounts. Install and/or maintain printers, copiers, and other office equipment.

Systems Maintenance: Perform system back-up and maintenance procedures. Monitor completion of automated system processes. Perform recovery procedures as directed. Log all incidents and maintain help desk database.

QUALIFICATIONS

- Experience with NAV2009 and Raiser's Edge (preferred but not required).
- Experience with Windows 7 personal computers and Microsoft Office applications.
- 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 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 troubleshooting experience in a business setting.

BENEFITS

We offer a comprehensive benefits package:

- Medical, dental, vision and flexible spending accounts.
- Employer paid Life Insurance and Long Term Disability.
- 403(b) retirement savings plan.
- Employee Assistance Program.
- Vacation: Two weeks for the first three years.
- Sick Time: Nine days per year.

To apply, please submit cover letter and resume directly to jobs@lafoodbank.org.

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.

Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer."