JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Title: Help Desk Support Technician</th>
<th>Employment Status: Full-Time</th>
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<tbody>
<tr>
<td>Department: Information Technology</td>
<td>FLSA Status: Exempt</td>
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<tr>
<td>Reports to: Director of IT</td>
<td>Supervises: N/A</td>
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GENERAL DESCRIPTION:
The Support Technician is an entry level position providing customer service and support for desktop and SaaS platforms, networking devices, software applications and communication systems at Habitat for Humanity of Metro Denver. Responsibilities include requirements gathering, configuration, installation, upgrades and day-to-day support. The person in this position must be able to adapt to changes in work environment and schedule with a positive attitude. This person must be able to handle several tasks at one time and be able to maintain poise under stressful situations. The Support Technician seeks to ensure that the employees and volunteers of Habitat Metro Denver have reliable technology systems and applications and supports them in their day-to-day use of those systems. This person must show a familiarity and expertise in current technologies, cloud-based applications, collaboration tools and information sharing applications. The organization currently has systems in 6 metro locations and this position will require travel to those locations.

CORE RESPONSIBILITIES:
- Serve as the first point of contact for employees and volunteers seeking technical assistance over the phone, email or in person.
- Provide positive customer service to end users by actively troubleshooting, responding timely and providing accurate resolutions to hardware and software issues across all Habitat Metro Denver business systems, including but not limited to; Office 365, Teams, Shopify, Acumatica, Encompass, Raiser’s Edge, Windows 10, printers, workstations, and networking equipment.
- Install new software releases and system upgrades, evaluate and install patches, and resolve software and hardware related problems.
- Support and maintain end user requirements, including troubleshooting, account maintenance, documentation and training for Habitat Metro Denver’s systems and software as well as cell phone, printer, and network copier/scanners.
- Perform additional duties as assigned.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

KNOWLEDGE & SKILLS:
- Familiarity with current technologies.
- Demonstrated ability to be a team player and willingness to lend a hand with any project
- Strong communications skills to interact with all levels of the organization
- Ability to represent oneself and the organization to vendors, partners and volunteers in a professional and respectful manner
• Ability to work under pressure and meet deadlines
• Ability to organize, prioritize and budget time to meet commitment

EDUCATION, EXPERIENCE, LICENCE & CERTIFICATION:
• College or Associate’s degree in Computer Science or related field or equivalent work experience required.
• Proficiency in Microsoft products and operating systems
• Training or experience in one or more of the following areas:
  o Desktop hardware and software support; application accommodation; network design, installation and support; server hardware and software support.
• Training or experience in one or more of the following areas:
  o Office 365; Microsoft Windows desktop; Microsoft Azure Active Directory; switched Ethernet topologies; Network technologies such as firewalls and VPNs; network routing and TCP/IP.
• Must possess a valid Colorado driver license and maintain a driving record in accordance with the Employee Handbook.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:
This position will require sitting at a desk for most of the day and the ability to type. Most of time is spent in standard office, in shared workspace. This position requires that the individual be on the telephone and at a computer for extended periods of time. Must be able to lift up to 50 pounds from time to time.

This position will provide to support to administrative offices, retail stores and production warehouse. Ability to travel to different work sites to provide on-site systems and technology support is required. Valid driver’s license and ability to be insured under the organization’s insurance policy is a prerequisite.

WORK ENVIRONMENT AND CONDITIONS:
This position is mostly indoors at the Habitat office. For this position, a portion of the job responsibilities may be accomplished remotely. Evening and weekend work may be required.

Starting salary range: $38,562 - $43,251. Compensation commensurate with applicable experience and education.

Benefits available include medical, dental and vision insurance options; 401k savings match; Paid Time Off for vacation, sick, holidays, floating holidays, Healthy Families Workplace Act (HFWA) Leave; Parental Leave and paid time to volunteer.

Habitat for Humanity of Metro Denver is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.