



Philadelphia Youth Network, Inc. Job Description

Job Title: Desktop Support Assistant, Information Systems		Location: 400 Market Street, Suite 200
Division: Information Systems		Date Posted:
Reports to: Information Systems Manager		
Benefits: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	Hours: 37.5 per week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Temporary/Seasonal <input type="checkbox"/> Intern
About PYN: <p>The Philadelphia Youth Network (PYN) is a solutions-builder forging together significant players to alleviate a root cause of poverty by preparing 12-24-year-olds to become productive working adults. Our work is grounded in the understanding that young people need access to both education and employment, proven factors in being prepared for a career. With a track record of increasing impact, PYN funds and brokers action with the right partners to collectively address barriers. PYN constructs systems to create change, while innovating to meet evolving needs. Together with our partners, PYN dramatically changes the trajectory of individuals' lives by giving voice to underserved youth, and ultimately creating a pipeline for an educated, engaged workforce. For more information, visit www.pyninc.org.</p>		
About Information and Operations Division: <p>The Information Systems Department (IS) is responsible for the operation of the Organization's technology infrastructure in support of its core functions. In doing so, among other responsibilities, IS manages the organization's network infrastructure, servers, web sites, databases, and compliance with local and federal government requirements.</p>		
General Description: <p>The Desktop Support Assistant's role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining and upgrading all laptops, desktops, and associated equipment, to ensure optimal workstation performance. The assistant will also troubleshoot problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required.</p>		
Essential Functions: <ul style="list-style-type: none">• Handle Tier 1 support through help desk tickets or phone• Follow up on outstanding requests and ensure timely resolution• Configure hardware as part of on-boarding process		

- Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including remote user support as needed
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels
- Accurately document instances of desktop equipment or component failure, repair, installation, and removal
- Other duties as assigned

Education, Experience & Skills Required:

- Excellent technical knowledge of PC and desktop hardware
- Hands-on hardware troubleshooting experience
- Working technical knowledge of current protocols, operating systems, and standards, including Windows 7 and Windows 10
- Ability to operate tools, components, and peripheral accessories
- Able to read and understand technical manuals, procedural documentation, and OEM guides
- Demonstrated ability to work independently, prioritize projects, be flexible and initiate follow-through with attention to detail and a high level of accuracy
- Demonstrated ability to work effectively under pressure and handle multiple simultaneous tasks and demands
- Excellent oral and written communication skills, including visual presentation of information and high level command of grammar, spelling and word usage
- Ability to interact and communicate with individuals at all levels of the organization and present a positive brand image that is aligned with the organizational values
- Extremely well-organized, with attention to accuracy and detail
- Excellent customer service skills

Work Environment

This job generally operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

Physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee regularly communicates with business professionals at all levels. Employee must be able to exchange accurate information in a variety of situations. The employee frequently moves about inside the office. Frequently operates a computer and other office equipment such as copy machine, printers, telephone, etc.

Work Hours

Typically working hours are from 8:30 am to 5:00 pm with an hour-long, unpaid lunch break. These hours may be subject to change based upon workload.

Travel

Travel is primarily local and generally occurs during the business day.

Work Authorization/Security Clearance

Successful completion of background checks (PA State Criminal, PA Department of Public Welfare Child Abuse, U.S. Department of Justice National Sex Offender Registry, and F.B.I. fingerprinting).

Other Duties

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.

Interested candidates should send a cover letter and resume to jobopps@pyninc.org.