

Seattle Goodwill
Job Description
Desktop Support Technician - POS / Helpdesk

Mission Statement: Seattle Goodwill provides quality, effective employment training and basic education to individuals experiencing significant barriers to economic opportunity. **Because jobs change lives.**

General Description: Responsible for tech support of PC-based Point-of-Sale cash register systems and desktop computers for multiple sites, including several classrooms..

Job Responsibilities:

1. Responsible for companywide customer support of Point-of-Sale hardware and software, PC hardware, Microsoft Office software, Microsoft Windows software, and troubleshooting hardware, printer, network, and wireless network problems.
2. Assist in planning of Seattle Goodwill's IT growth and expansion.
3. Attendance of IT department meetings.
4. **Will work Tuesday through Saturday, with Sunday and Monday off.**
5. Perform any other duties as assigned.

Requirements:

1. Prefer 5 years experience with POS or computer desktop support; help desk, hardware and software troubleshooting, basic computer knowledge.
2. Experience in Microsoft Office and Windows desktop and server software, VNC, and Symantec Ghost.
3. Ability to work as a team member, and independently.
4. Ability to talk about technology issues, using a non-technology vocabulary.
5. Ability to be flexible when faced with changing work circumstances.
6. Good communication skills, able to work independently, and the ability to multi-task.
7. Dependable personal vehicle with proof of insurance and a valid WA state driver's license.
8. Able to maintain reliable attendance.

Essential Job Functions

Able to safely lift/push/pull up to 30-50 lbs., to reach above head level; full range of body motion with the ability to stoop, bend and squat; grasp, handle, finger and manipulate items; perform repetitive fine motor functions with fingers, wrists and arms. Able to traverse a wide variety of physical environments without assistance including uneven surfaces and stairs. Ability to work in cramped areas/small spaces. Able to communicate with others effectively, verbally and in writing; including those who have limited English skills, large groups and small groups and individuals. Able to use standard office equipment without assistance. Able to maintain a good driving record, valid vehicle insurance, and a valid Washington Driver's license with no restrictions.

Staff Supervised: None

Reports To: Information Technology Director

resumes@seattlegoodwill.org

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