



# TECHNICAL SUPPORT SPECIALIST

(Internal & External Job Posting)

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**Salary Range: \$39,768 – \$48,312/DOQ**

**Application Deadline: January 31, 2012**

Under the direct supervision of the Information Technology Department Manager, assists in the daily operation of the Technology Department and all technology-related projects.

## **REPRESENTATIVE DUTIES**

- Member of Knowledge Base Team:
  - Provide Technical Support and Information Management Services to Internal/External customers
  - Update Data Warehouse Reports Management Tool Weekly
  - Maintain Agency computer Maintenance Log
  - Perform health checks and utilities on staff computers
- Exchange Server Maintenance:
  - Create/delete email accounts
  - Control SPAM (set filters, maintain white/black list, etc.)
- Instructs computer classes in Microsoft Office Software:
  - Computer Basics
  - Introduction to Word/Intermediate Word
  - Introduction to Excel/Intermediate Excel
  - Power Point
  - Introduction to Access/Intermediate Access
  - Outlook
- Responsible for set-up and breakdown of all computer equipment, including any troubleshooting that may arise.
- Systems Analysis/Programming/Testing/Support of Agency's technology products
- Website Maintenance
- Social Media Site Maintenance (posts)
- Maintain Software Inventory System
- Any other duties that may arise



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## TRAINING AND EXPERIENCE

- High School Diploma or GED Certificate
- Two year teaching experience in computer training courses
- Hardware and software expertise (trouble-shooting and evaluation)
- Ability to effectively supervise and train individuals
- Ability of organize ideas clearly for both written and oral expression
- Ability to follow instructions
- Ability to take initiative in job assignments
- Possession of a valid California driver's license

## APPLICATION PROCESS

Interested applicants must submit a complete application packet with the following documents in order to be considered:

- 1) Cover Letter
- 2) Resume
- 3) LA Works Job Application\*\* (identifying the title of the position)

An LA Works job application can be downloaded at <http://www.laworks.org>.

Please mail, fax, or email your complete application packet to:

LA Works- HR Department  
5200 Irwindale Avenue  
Irwindale, CA 91706  
(626) 962-0064 (fax)  
Email: [hr@laworks.org](mailto:hr@laworks.org)

\*\*NOTE: LA Works will not accept an application without a cover letter or resume. A complete packet must include all three documents for consideration. If you are applying for more than one position, please include all three documents for each job announcement.