



Philadelphia Youth Network, Inc. Job Description

Job Title: Desktop Support Assistant		Location: 400 Market Street, Suite 200
Division: Information Systems		Unit:
Reports to: Information Systems Manager		Date Posted:
Benefits: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	Hours: 37.5/weekly <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: PYN is an intermediary organization that works with cross-sector partners to expand access to services for underserved young people ages 12-24. PYN's vision is to alleviate poverty and inequity through education and employment. PYN's mission is to create coordinated systems which promote the attainment of academic achievement, economic opportunity and personal success. We know that Philadelphia struggles with challenges that have serious implications for not only our young people but for our city overall. Founded in 1999, PYN has always prioritized services to communities with limited resources and access to opportunity. Since its inception, PYN has secured more than \$500M dollars from public and private sources and managed more than 200 contracts with community-based organizations to create high-quality opportunities for more than 160,000 young people.		
About Information and Operations Division: 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.		
General Description: 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.		
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 10 in an enterprise environment
- Ability to operate tools, components, and peripheral accessories
- Able to read and understand technical manuals, procedural documentation, and OEM guides
- Expert knowledge of Microsoft Office products including Office 365 and desktop applications such as Word, Excel, PowerPoint, etc.
- 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
- 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)

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