



 267.502.3800

 [info@pyninc.org](mailto:info@pyninc.org)

 400 Market Street  
Suite 200  
Philadelphia, PA 19106

## Career Opportunity

### Desktop Support Assistant

*This position is grant-funded from February – September 2020*

Philadelphia Youth Network (PYN) has an immediate opening for a temporary full-time Desktop Support Assistant who will provide end user support to full-time and temporary staff.

The **Desktop Support Assistant** will provide end user with desktop and associated hardware, organization approved software, and disseminating best IS best practices. Primary responsibilities include:

- Support Tier 1 desktop issues in a Windows 10 Enterprise environment with Microsoft 365 products
- Setup hardware for new users and provide continuous support for existing configurations. Hardware includes Dell Laptops and associated peripherals such as keyboards, mice, docking stations, and monitors
- Manage and respond to help desk tickets submitted by end users. Escalate tickets to appropriate team members as needed
- Troubleshoot software and hardware errors, research the problems, and provide solutions or escalate to higher tier
- Document desktop support issues and supply answers to frequent questions
- Supporting other Information Systems department efforts for PYN, as needed
- Supporting high volume summer activities at PYN as needed

Position requirements:

- High school diploma or GED; pursuing post-secondary education. (Bachelor's Degree preferred.)
- 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
- Successfully pass 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](mailto:jobopps@pyninc.org).**

PYN alleviates poverty by preparing young people to succeed in tomorrow's workforce. PYN coordinates partners that connect young people to education and employment experiences, equipping them with the skills employers need. As a result, PYN creates a system of services that help young people become successful, creating a diverse local talent pipeline. Learn more at [pyninc.org](http://pyninc.org).