



JOB DESCRIPTION

POSITION: Desktop Support Specialist	
SUPERVISOR: Data Quality Coordinator	STATUS: Full Time, Non-Exempt
WORK SITE: Institute, varied	SCHEDULE: Monday-Friday 9-5

BASIC FUNCTION:

The Desktop Support Specialist will provide desktop support for CMHA employees, complementing our existing remote third-party tech support. The Desktop Support Specialist works at all CMHA locations to troubleshoot technical issues in-person and provide timely staff support. This role serves as the onsite liaison to our third-party support vendor.

Diversity is a core value at CMHA. We are passionate about building and sustaining an inclusive and equitable environment for all staff, vendors, and people served. The Desktop Support Specialist will exhibit this value.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Maintain an inventory of all technology equipment including its current assignment.
2. Be responsive to staff and vendor when hands-on support is needed.
3. Support the deployment of laptops, docking stations, monitors, and phones for new staff, as well as any changes for existing staff.
4. Be responsible for the collection of equipment when staff leave the organization.
5. Support the ordering of new or updated technology as the organization grows or changes, and as existing technology is damaged or reaches the end of its life.
6. Support all security and privacy requirements of CMHA, its staff, and its clients.
7. Monitor support tickets with our third-party vendor and ensure they progress through to resolution.
8. Serve as point of contact for technology vendors, including Desk and Cell Phones, Internet Service Providers, Desktop Support, Print/Copy/Scan/Fax equipment, security system, Wi-Fi Vendors.
9. Maintain an inventory of software assets and ensure that subscriptions align with current needs.
10. Act as technical lead for special events and meetings that require the use of specialized equipment such as projectors, microphones, sound systems, and video.
11. Maintain familiarity with current and upcoming software, particularly the Microsoft 365 suite of products and Windows Operating Systems.
12. Assume responsibility for traveling from CMHA's headquarters at 6 Institute Rd to shelter sites in Worcester and surrounding towns to support staff onsite at those locations.

13. Monitor surface issues with CMHA's current technical infrastructure, and make recommendations for any improvements to existing systems.

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 and may be updated from time to time.

QUALIFICATIONS:

Required:

- Certificate or College Degree from an accredited school in a technical field, Computer Science, Management Information Systems plus 2 years experience. Experience can be substituted for certificate/degree.
- Demonstrated skill with Computer Science or Information Technology
- Possess a fundamental knowledge of IT Infrastructure including Microsoft's products, Office, VPN, Adobe, QuickBooks, and related and similar tools.
- Strong project management skills, including the ability to manage multiple projects and deadlines independently and through to completion.
- Strong communication skills, the ability to communicate verbally and in writing with diverse constituencies.
- Ability to work independently with effective time management.

Preferred:

- Collaboration tools such as ZOOM, TEAMS, SharePoint, SLACK.
- Comfort with the Microsoft Office applications, Adobe, and Google Documents
- Strong command of cloud-based solutions and web technologies.

Interested parties: please submit resume and cover letter to Jack Moran at jmoran@cmhaonline.org