



CCOF

Advancing organic agriculture through certification, education, advocacy, and promotion.

JOB ANNOUNCEMENT: Technical Support Supervisor

Position will remain open until filled

Who we are: CCOF advances organic agriculture for a healthy world. We advocate on behalf of our members for organic policies, support the growth of organic through education and grants, and provide organic certification that is personal and accessible.

CCOF is a nonprofit organization governed by the people who grow and make our food. Founded in California 50 years ago, our roots now span the breadth of North America, and our presence is internationally recognized. We are supported by an organic family of farmers, ranchers, processors, retailers, consumers, and policymakers. Together, we work to realize a future where organic *is* the norm.

Position Summary:

The Technical Support Supervisor not only provides “white glove” support to staff for all hardware and software inquiries, but also handles myriad other I.T. tasks, such as system imaging and deployment, routine maintenance of end-user support systems, end-user documentation and materials, end-user communications, and end-user training/onboarding. Additionally, the Supervisor will supervise, guide, mentor, and train the Technical Support Specialist(s), ensuring that tickets, “shoulder taps,” and other tasks (including but not limited to those listed earlier) are handled in a rapid, straightforward, responsible manner, in line with I.T.’s values and best practices, and that all staff and their time are always treated with respect, empathy, and understanding.

The role requires absolutely excellent written and oral communications skills, current Windows OS technical skills, an ability to support staff effectively and efficiently, and provide holistic, tested, solid solutions to their needs. The role will be heavily involved in defining desktop policies across the organization as well as workflows and policies within the technical support group.

This is a full-time position that reports to the Director of Information Technology. This is a California-based position, with the bulk of time being spent in the Santa Cruz office and occasional work-from-home privileges.

Essential Responsibilities:

- The Supervisor will supervise, guide, mentor, and train the Technical Support Specialist(s), ensuring that tickets, “shoulder taps,” and other tasks (including but not limited to those listed earlier) are handled in a rapid, straightforward, responsible manner, in line with I.T.’s

values and best practices, and that staff and their time are always treated with respect, kindness, empathy, and understanding. The Supervisor will support coordination of issues with the rest of the team in a timely manner.

- The Supervisor will develop or refine, with the technical support staff, the Director of Information Technology, and other pertinent staff, those policies and procedures related to the use of company I.T. assets and systems, such as Teams/Sharepoint, Outlook, user equipment, and any/all other associated hardware, software, or other I.T.-related policies. These will be in line with the policies already outlined in the staff handbooks.
- The Supervisor will help maintain those systems used in support of staff's technical needs, such as, but not limited to, the servicedesk (SMA), the system deployment appliance (SDA), and TeamViewer. The Supervisor will support the IT team in monitoring platform feature developments and updates to ensure smooth deployments; they will also support I.T. staff's work by highlighting new and updated tools.
- The Supervisor will review, with the Technical Support Specialist(s), daily, weekly, and monthly reports to ensure SLAs are being met and that any notable ticket trends for common issues are highlighted to the I.T. Team as well as pertinent managers from other departments.
- The Supervisor will work alongside the Technical Support Specialist(s) in handling routine tickets, system deployments, and other routine Technical Support tasks. Additionally, steward the development and incorporation of knowledge base articles into workflows.

Required Qualifications:

- Minimum five (5) years tech support experience in a corporate environment supporting a wide range of hardware types, local/remote staff, staff with widely varying degrees of technical abilities
- Minimum three (3) years supervisory experience of technical support technician(s), including mentoring and training
- Produces clear, precise, compassionate, and compelling written and digital materials: Aims for accuracy and attention to detail. Organizes and shares information effectively — whether writing an internal email or delivering a presentation.
- Has developed end-user policies, training, and onboarding materials and curricula; has led numerous staff trainings and onboarding sessions
- Working knowledge and experience with common workplace software packages, including Office 365, Teams, and Sharepoint
- Working knowledge and experience with Active Directory
- Consistently overcomes challenges and leverages resources to creatively solve problems. Proposes solutions to issues without much guidance.
- Ensure Technical Support Services manages a high volume of work with efficiency: has, or can create, a system for keeping tasks from slipping through the cracks. Able to juggle competing demands and prioritize without sacrificing quality. Plans backwards to make deadlines.

- Attention to detail: Notices and fixes errors that others might overlook. Has a track record of leaving things better than they found them.
- Exercises authority without asserting dominance: Brings a clear vision and recognizes the value of divergent perspectives. Approaches leadership with a mindset of “power with” rather than “power over” and regularly includes others in planning and decision-making. Able to make and communicate difficult decisions in the best interest of the department.
- Coach and learning mentality: helps others grow. Uses coaching, training, and feedback to develop others and support autonomous problem-solving.
- Proactively asks for help, anticipates problems, and course-corrects where needed. Sees mistakes as learning opportunities.

Desired Qualifications:

- Bachelor’s degree
- Experience with Quest SMA and/or SDA systems (formerly known as KACE KBOX SMA/SDA)
- Windows Server experience (2016+)
- Experience with Microsoft Azure and hybrid networks
- Windows 11 experience
- 3CX Softphone experience
- Experience packaging and deploying individual software packages to multiple staff
- In depth error tracing, log assessment / familiarity with troubleshooting tools

Physical and Travel Requirements:

- Ability to lift 40 lbs. from ground to waist and be physically able to pack/unpack boxes and materials for shipping to/from remote staff or events, or to convey/help convey electronic recycling to recycling depot.
- Ability to work from the Santa Cruz office four days per week, with one day per week permitted as “work from home,” as the business schedule allows. Schedule to be negotiated within Technical Support team and with I.T. Director.
- Prolonged periods sitting at a desk and working on a computer

Other duties

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. Duties, responsibilities, and activities may change at any time with or without notice.

Compensation: CCOF takes pride in offering competitive pay and benefits such as superb health plans, 401(k) program, and generous sick/personal and vacation time. The Technical Support Supervisor’s starting salary range will be \$73,000 - \$78,000 and will depend on qualifications and experience.

Hiring Process: Applications will be accepted until the position is filled. Interested applicants, please submit the following documents to employment@ccof.org with *Technical Support Supervisor* in the subject line:

- Cover letter summarizing your interest in CCOF and the position, and qualifications
- Current resume
- List of three professional references

Incomplete applications will not be considered. No phone calls, please. Only short-listed candidates will be contacted. Thank you for your interest.

CCOF is an equal opportunity employer. We encourage people with diverse backgrounds and experience to apply.

Inclusivity is a core value at CCOF. We are passionate about building and sustaining an inclusive and equitable work and learning environments for all employees. We believe every member of our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions. Thank you for your interest in this position!