JOB ANNOUNCEMENT:

Technical Support Specialist, Junior Grade

Position will remain open until filled

Organizational Overview: 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 more than 40 years ago, today our roots 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.

CCOF’s home office is in Santa Cruz, California, and we have a growing family of staff located around North America.

Position Summary:
The Technical Support Specialist 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 systems, documentation, end user communications, and user training. The role requires excellent communications and technical skills and an ability to support staff and provide holistic, solid solutions to their needs. This role is integral to the technical division of Information Technology and reports directly to the Director of Information Technology. This is a full-time (40 hours/week), salary non-exempt position.

Position Responsibilities:

Support Services
- Provide end user technical computer support and assistance.
- Troubleshoot and resolve hardware and software problems with high degree of proficiency.
- Install, uninstall, and relocate computer equipment, peripherals, and furnishings as assigned.
- Perform routine equipment maintenance, repair, repurpose, recycle and destruction.
- Maintain and update documentation and asset inventory records.
- Support for CCOF business applications.
- Support ongoing maintenance and repair of public computing spaces.
- Regular Conference room walk-throughs verifying equipment is working and ready.
- Respond to support request tickets within established SLA.
- Work with vendors and providers on support issues.
- Maintain effective communication with other team members and with end users.
- Maintain, clean, and organize storage and workspaces.
Participate in staff training and attend regular meetings. Give and receive cross-training to/from other IT department roles, extending skills and stabilizing those of the department.

During pandemic conditions, must be able to work from office approximately 25% of the time while observing strict pandemic protocols; post-pandemic, must work from the office approximately 75% of the time.

Qualifications:

- Must have an associate degree in Computer Science, or a four-year college degree and relevant experience: two years’ work experience in a “tier 1” technical support role.
- Must possess active, current knowledge of Windows desktop operating systems (Windows 10), system performance monitoring tools, and other diagnostic/troubleshooting tools and knowledge.
- Familiar with Dell laptop hardware, diagnostics, troubleshooting, and basic repairs.
- Microsoft Office 365 proficiency from a support position in the core applications (Word, Excel, Outlook, and Teams), as well as SharePoint and other cloud-based systems.
- Basic understanding of networking fundamentals, diagnostics, troubleshooting, and repairs.
- Experience working on a helpdesk, with helpdesk ticketing/knowledgebase software.
- Must have effective project management and time management skills.
- Must be able to plan, organize and document assigned activities and to configure systems to be consistent with both CCOF policies as well as industry best practices.
- Excellent listening, verbal, and written communication skills, to both technical and non-technical audiences. Empathic, caring, and, above all, polite.
- “Team Player” skills – excellent listening, verbal, and written communication skills with teammates, active contributor, enthusiastic, and excellent time management skills.
- Able to respond to emergency situations effectively with teammates.

Compensation: CCOF takes pride in offering competitive pay and excellent benefits. The Technical Support Specialist’s starting compensation 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 Specialist” 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.