
Opening: *Energetic IT Technician/Help Desk*

Location: Carson, CA

Pay: \$16-\$18/Hour

Hours: M-F 8A-5P

Benefits: 401K, Flexible Spending, Employee Assistance Program, Medical, Dental and Vision.

Requirements: BA degree with a minimum of two (2) years application experience or a High School Diploma or its equivalent with a Microsoft Certified Professional (MCP) certification (or higher) and a minimum of two (2) years application experience, strong interpersonal communication skills (written and oral), a minimum of one (1) year experience in a customer service field, reliable vehicle, drivers license, vehicle registration, insurance, proof of citizenship, and Security check.

Who are we? HPC is one of Southern California's top providers of program management and assistance to disadvantaged people re-entering the workforce. We market positive, punishment-free, motivation-enhancing counseling and advice. Services certified and funded through a wide range of key organizations including the Social Security Administration, the U.S Department of Labor, and the California Department of Corrections. We provide excellent employee opportunities for continued career development and are an equal opportunity employer. Find out more about how the success of our clients is our most important product by going to www.HPCemployment.org.

The position: The IT Technician/Help Desk will provide user support and customer service on company supported computer applications and platforms and helping to troubleshoot problems and advise on the appropriate action. **The ideal applicant** will provide **evidence** of (1) superior customer service through responding to requests for technical assistance in person, via phone and electronically, (2) diagnosing and resolving technical hardware and software issues, (3) researching questions using available information resources, (4) advising users on appropriate action, (5) following standard help desk procedures, (6) documenting all help desk interactions, (7) administering help desk software, (8) redirecting problems to appropriate resources, (9) identifying and escalating situations requiring urgent attention, (10) tracking and routing problems and requests and document resolutions, (11) preparing activity reports and (12) staying current with system information, changes and updates. **The ideal applicant** will demonstrate superior abilities and skills in (1) taking on responsibilities and challenges, (2) leading, taking charge, and offering opinions and directions, (3) being pleasant with others on the job and displaying a good-natured, cooperative attitude, (4) maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations, (5) being open to change (positive or negative) and to considerable variety in the workplace, (6) being honest and ethical, (7) giving full attention to what other people are saying, taking time to understand the points being made, asking questions when appropriate, and not interrupting at inappropriate times, (8) monitoring/assessing performance of other individuals to make improvements or take corrective action, (9) and the ability to shift back and forth between two or more activities or sources of information.

To apply: Request a preliminary application packet from our Human Resource Department. You may contact the Human Resources Dept. at (310) 756-1560. Submit to resume@hpcemployment.org or fax to (310) 756-1562.