



Southwest Community Health Center Job Announcement:
Information Technology Desktop Support Technician
Half-time (20 hours per week)

Southwest Community Health Center announces a half-time opening in our Information Technology Department. Reporting to the Director of IT, the IT Desktop Support Technician provides information systems support and maintenance for all departments.

Apply now to join an organization providing excellent, affordable health care and education in a supportive and culturally appropriate environment. See www.swhealthcenter.org.

Specific Tasks/Duties:

- Install and configure new and old PCs with all software required by end users.
- Install and configure network printers.
- Maintain all PC and printer hardware.
- Respond to end users' requests for assistance with hardware/software problems.
- Other duties as assigned by Director of IT.

Minimum Qualifications to Apply:

- Minimum two (2) years Information Technology experience working in desktop support or equivalent position
- Experience installing and configuring MS Windows workstations, hardware and associated peripherals, including network and local printers, fax machines, scanners, PDA's, etc.
- Solid knowledge of MS XP Pro Operating System and an understanding of desktop troubleshooting processes
- Strong PC compatible workstation, laptop, and peripheral installation and configuration skills
- Strong understanding of TCP/IP connectivity
- Knowledge of MS Office Suite XP, especially Outlook, Word, Excel, Access
- Ability to learn and support in-house applications at the desktop level
- Strong organizational, written, and verbal communications skills required
- Excellent customer service skills
- Windows 2x server experience preferred
- Exchange experience preferred
- Citrix experience preferred
- IP Telephony phones experience preferred

Physical Requirements:

Extended sitting at computer, lifting (able to lift 50 lbs.), bending and stooping.

Compensation & Benefits: \$18.00-21.40/hour to start, depending on qualifications. Eligible for benefits pro-rated at one-half (health and dental insurance covered 50% by employer; time off accruals pro-rated at half; 403b contribution by employer based on earnings, not hours).

To Apply: Email resume to apply@swhealthcenter.org or fax 707.303.4833, referencing **IT TECH** in the subject field or fax cover sheet. Southwest Community Health Center is an Equal Opportunity Employer.