



Contracted Position Posting

Desk Top Support and IS/Network Assistant

Contracted Rate: \$15.00 per hour

30-40 hours per week

Contractor shall:

- Provides desktop support to WRC staff either in person or via phone for company-supported applications, including set-up and overview for new employees
- Installs, supports and troubleshoots laptops, desktops, software and /or networks (wireless, printing, switches, etc.)
- Determines source of computer problems (hardware, software, user access, etc.) and makes necessary corrections and adjustments
- Assists customers with software issues, including commonly used client applications (MS Outlook, Word, Excel)
- Assesses the reliable operation of desktop support equipment and makes purchase and other recommendations to IT Manager
- Communicates ongoing and repetitive customer and/or equipment issues to IT Manager.
- Supports staff with appropriate corrective and/or instructive action to ensure computing needs are met.
- Ensures inventory of all workstations, laptops, printers is current
- Processes the decommissioning of outdated equipment

Contractor requirements:

- 1 to 2 yrs. of IT consulting or employment experience (Network implementation, support and troubleshooting)
- Advanced level knowledge in MS Office 2003, 2010, Win XP, Win7, and Win Servers.
- Working knowledge TCP/IP, DNS, DHCP, etc.
- Ability to resolve issues without IT Manager supervision
- Strong written and verbal communication skills.
- Ability to independently identify, research and resolve IT problems utilizing personal knowledge as well as generic and other resources when necessary
- Personal drive and motivation to stay ahead of ever changing IT learning curve
- Ability to successfully fulfill multiple requests in a timely and efficient manner
- Ability to work under time pressure while maintaining a positive attitude
- A+ and Network+ Certification (in process is okay)
- Reliable personal transportation and all necessary insurance to provide services as a contractor
- Ability to provide services on week-ends, as necessary

Submit qualifications w/letter of interest (both required for consideration) to:

Connie Dean

Westside Regional Center

5901 Green Valley Circle

Culver City, CA 90230

connied@westsiderc.org