



Position: Desktop Support Technician
Reports To: Technical Operations Manager
FLSA Status: Non-exempt
Hours: Full-Time

ABOUT MEYER:

One of the largest private funders in Oregon, Meyer Memorial Trust commits its position, resources and energies to accelerate racial, social and economic justice for the collective well-being of Oregon’s lands and peoples. With current assets of approximately \$1.1 billion, Meyer Memorial Trust has awarded grants and program-related investments in excess of \$930 million to more than 3,500 organizations since it was established in 1982 from the estate of Fred G. Meyer, founder of the Pacific Northwest retail chain that bears his name.

Learn more at mmt.org.

POSITION SUMMARY:

The Desktop Support Technician is responsible for the day-to-day operation and maintenance of all desktop computer hardware, software, and portable devices. They assist the Systems Administrator in carrying out the deployment of new systems and solutions, and are primarily responsible for responding to and resolving IT trouble tickets.

This position would share responsibility for managing a Mac, Linux and Windows computing environment. The environment currently includes desktop and portable Mac workstations, iPads, iOS and Android phones, Ubuntu Linux and Windows servers, video conferencing facilities, complex A/V systems, VPN services and a cloud-based VOIP telephone system.

PRIMARY DUTIES:

- Respond to and resolve level 1 support requests, escalating to the System Administrator as necessary.
- Perform periodic maintenance on desktop and portable computer systems and tablet computers.
- Track current OS updates related to desktop, portable and tablet computers. Schedule and install these updates in a timely manner with minimal interruption to users’ workflow.

- Assist the Technical Operations Manager with the maintenance of network, server and video conferencing systems.
- Assist in the documentation of IT processes and procedures.
- Assist the Office Administration group with the technical aspects of meetings, including setting up video and audio conferences, meeting room preparation and other tasks as needed.
- Other duties as assigned

EQUITY:

- Offer personal interest and commitment to working in a diverse and inclusive work environment that places a high value on equity.
- Participate in promoting a positive workplace culture of collaboration, innovation and respect.
- Have excellent interpersonal skills and the ability to establish effective working relationships in a multicultural, multi-ethnic environment (please refer to [Meyer's Equity Statement](#)).
- Engage in equity trainings and serve on related workgroups as needed.

REQUIRED COMPETENCIES, SKILLS, AND EXPERIENCE:

- 1 - 3 years' previous experience in a help desk environment
- A deep passion for computers, networks, technology and customer service
- Ability to analyze and troubleshoot complex problems
- Must frequently converse with English-speaking/reading staff and guests who have technology questions. Must be able to exchange information accurately
- Ability to work independently and as a member of a team, and maintain cooperative work relationships
- Demonstrate sensitivity to, and respect for, a diverse population of users with a wide range of technical abilities
- Strong verbal communication skills, experience with remote support and/or customer service strongly desired

DESIRABLE SKILLS:

- Basic understanding of Ethernet (wired and wireless) based TCP/IP networks
- Strong knowledge of Mac OS and Apple iOS
- Familiarity with Windows 10 Desktop and/or 2019 Server
- Experience with video conferencing systems
- Experience with VOIP/cloud-based phone systems

- Experience with Jamf Pro, Zoom, Dialpad, Google Apps/Workspace, and MS Office (or similar products/platforms)

PHYSICAL DEMANDS/WORK ENVIRONMENT:

Meyer Memorial Trust is committed to the principles of equal employment opportunity and compliance with all federal, state and local laws concerning employment discrimination, including the Americans with Disabilities Act. To this end, Meyer ensures equal opportunity to all employees and applicants regardless of race; color; age; gender identity or expression; sexual orientation; religion; marital status; national origin or ancestry; citizenship; lawful alien status; physical, mental or medical disability; veteran status; or liability for service in the United States Armed Forces.

Transgender, gender non-conforming and gender non-binary job applicants, as well as applicants with disabilities and applicants with criminal record histories, are encouraged to apply.

While performing the duties of this job, the employee will:

- Be able to position themselves to maintain computer equipment around the office, including under desks and in the server closets.
- Occasionally move computer equipment weighing up to 50 lbs. around the office for various staff needs.
- Frequently move about inside the office to provide individual technical assistance to staff and guests.
- Frequently operate a computer and other office equipment such as printers and copiers.
- Be able to perceive information displayed on computer screens, LCD panels, and LED-based status indicators.

The physical demands and work environment described are representative of those for an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Meyer is currently operating on a remote work model, eventually transitioning to a hybrid model. Must be willing and able to work both from home and at Meyer's offices. As this position will eventually require working from the office at least 2 days per week, candidates must be local to the Portland Metro area. Relocation assistance is not available for this position.

START TIMEFRAME

Ideally, we're seeking to have a candidate in place by July

COMPENSATION

Salary range \$58,000 - \$63,000

REWARDING BENEFITS:

Meyer offers a comprehensive benefits package which includes: medical and dental plans, a flexible spending account (F.S.A.) or health savings account (H.S.A.), a generous 401(k) plan with employer match, vacation time, tuition reimbursement and transportation options for the active commuter.

TO APPLY:

Interested candidates are invited to submit a cover letter describing interest in the role and how the mission of Meyer resonates for you. Please include your resume highlighting experience, competencies and qualifications that meet the position's requirements. Interested candidates are invited to submit application materials in Microsoft® Word (.docx, .doc), Adobe® PDF (.pdf), or plain text (.txt) to supporttechnician@mmt.org

APPLICATION DEADLINE:

To be considered, please submit materials no later than 5:00 p.m. pacific time on July 8, 2022.