



YMCA

We build strong kids,
strong families, strong communities.

OPEN POSITION ANNOUNCEMENT

Position: Infrastructure Technician
Center: Association Office
Reports to: Network Administrator
Salary: \$14.10 - \$18.25

The Infrastructure Technician's role is to provide end-users support and maintenance within the YMCA of Metropolitan Milwaukee. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and network equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required.

Major Responsibilities:

- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions in order to deliver required desktop service.
- Assess the need for and implement performance upgrades to end-user workstations.
- Collaborate with Business Analysts/Network Administrator to ensure efficient operation of the company's desktop computing environment.
- Receive and respond to incoming calls, pages, and/or e-mails regarding desktop problems.
- Answer to and perform moves, adds, and changes (MAC) requests as they are submitted by managers.
- Ensure that physical workstation and network connections are in proper working order.
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
- Develop and maintain an inventory of all software and hardware.
- Accurately document instances of desktop equipment failure, repair, installation, and removal.
- Conduct research on desktop products in support of equipment procurement and development efforts. Evaluate and recommend products for purchase.
- Assist in developing long-term strategies for meeting future desktop hardware needs.
- Write technical specifications for purchase of PCs, desktop hardware and related products.
- Develop and maintain documentation for end-user hardware and software.

Qualifications:

- High School diploma required. Technical or Associate Degree in a related field are preferred.
- Certifications such as CompTia A+, Network+ or Microsoft MCP are preferred but not required.
- Excellent technical knowledge of current desktop components including internal PC components, network protocols, operating systems and software.
- Hands-on hardware troubleshooting experience.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.

Skills and Abilities:

Effective interpersonal skills and relationship-building skills. Strong written and oral communication skills. Ability to present ideas in user-friendly language. Understanding of YMCA goals and objectives. Analytical and problem-solving abilities, with excellent attention to detail. Self motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment. Experience working in a team-oriented, collaborative environment. Strong customer-service orientation.

Deadline: August 6, 2010
Apply Online: <https://apply.ymcamke.org>

Position Code: IFTN86



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By Milwaukee Magazine**

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