

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents”; our **Mission** is “Uniting People with Opportunities.”

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

POSITION: IT Support Specialist
DIVISION/OFFICE: Office of Technology and Information Systems (OTIS)
BULLETIN No: 04122020
SALARY RANGE: \$45,000-\$55,000 (commensurate with experience)
OPENING DATE: December 22, 2020
CLOSING DATE: Open until filled
FIRST SOURCE: N/A

JOB SUMMARY:

Provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the IT Helpdesk. Responsible for administration and internal support of UPO’s PCs, printers, phones and related equipment. Tasks include end-user support, training and performing PC maintenance, upgrades and configurations.

BRIEF DESCRIPTION:

Provide technical assistance and support for incoming requests and issues related to computer systems, software and hardware. Respond to queries either in person, over the phone or via email. Monitor Service Manager for tickets assigned to the queue and process based on IT Helpdesk priority policy. Troubleshoot computer equipment, printers and peripherals. Deploying new image on new computers and laptops. Maintain inventory of computer equipment and software.

MINIMUM QUALIFICATIONS:

High school diploma or GED and 6 months of experience/training in an information technology field. Excellent working knowledge of MS Office (Word, Excel, Outlook and Power Point) and ability to use/learn electronic time-keeping program. Excellent written and oral communication.

Must be able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds.

DESIRED QUALIFICATIONS:

A+ and two years of **experience** in an Information Technology position. Experience troubleshooting network related issues. Network+ and Comp TIA A+ certification. Microsoft certifications are a plus.

OTHER REQUIREMENTS

In the event that an offer is extended, the candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, as well as pre-employment drug screening, as applicable for the position.

**UPO Vacancy Announcement
IT Support Specialist
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**ALL VISITORS TO UPO FACILITIES WILL BE SUBJECT TO TEMPERATURE SCANNING
To be considered for this position:**

**Submit your resume to upojobs@upo.org or fax your resume to
202/319-3237.**