



Position: Desktop Support Technician

Location: Roseville, CA

Pay: \$17.15-\$23.20/Hr +Benefits

PRIDE Industries is a fast paced company with a mission: To Create Jobs for People with Disabilities while providing high quality, value-added solutions to our nationwide customers. We are currently seeking a Desktop Support Technician to join our outstanding team at our headquarters in Roseville, CA.

This position will primarily support the Apple devices PRIDE is currently purchasing. In addition to this, will act as Desktop support for all other areas including technical assistance, user training, support in operating instructions and systems administration to PRIDE's campus and satellite computer users to ensure their service needs are met.

Responsibilities and experience includes but may not be limited to the following:

- Act as a liaison between the Vendors
- Asset management and network functionality
- Provide customer needs analysis
- Service request and work order coordination for customer moves
- Repair administration and diagnostic assistance
- Provide consultative technical assistance to users of computers/systems
- 5+ years of imaging and operating PC's
- Apple iOS (Computer/Tablet/Phone)
- Excellent troubleshooting skills in Windows, Apple and wireless devices
- Experience using remote desktop tools
- Hands on PC Hardware, desktop Operating Systems options & settings
- Mobile phone equipment support
- 5+ years supporting Windows Operating Systems (Windows 2007/XP)
- Formal education and certifications in relevant fields

The Desktop Technician must be customer-service oriented. The qualified candidate will have excellent communication, interpersonal and problem-solving skills and the ability to be positive, flexible, and able to work both independently and with a team.

PRIDE Industries provides outstanding benefits including medical, dental and vision insurance, 401K, vacation and sick pay as well as a competitive salary. PRIDE Industries is an equal opportunity employer dedicated to affirmative action, work-force diversity and a drug-free working environment.

If you would like to apply to this position, please send your resume to ngcajobs@ng.army.mil or go to website to register with the Work for Warriors Program at www.calguard.ca.gov/EIP