



**Position: Helpdesk Technician**

**Requisition ID: 138302**

**Location: IT, Roseville, CA**

**Pay: \$15.24 - \$20.62**

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 IT Help Desk Technician to support our outstanding team at our headquarters in Roseville, CA.

This position provides technical assistance and support within the IT Help Desk database and attempt to resolve calls on first contact with possible prior to escalating to Level II Support.

Requirement and job duties for this position include but may not be limited to the following:

- Receive and log phone calls
- Evaluate issues by interpreting end-user problem descriptions
- Determine resolution and make recommendations for best course of action
- Assist in coaching team members to facilitate training and education
- Provide activity and status reports to management
- 2-4 years experience in Level 1/Level 2 IT Help Desk required
- Extensive knowledge of Windows 2000/XP business products and software
- Experience with Google Mail preferred

The IT Help Desk Support 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 and a competitive salary. If you are interested in working for this unique organization that blends business with a social mission, please apply on-line at [www.prideindustries.com](http://www.prideindustries.com). PRIDE Industries is an equal opportunity employer dedicated to affirmative action, work-force diversity and a drug-free working environment. View our website to learn more!

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