



EMPLOYMENT OPPORTUNITY

Job Title:	IT Technician
Location Address:	8910 N. 78 th Avenue Peoria, AZ. 85345
Salary:	Starting at \$21.75 DOE
Conditions of Employment:	This is a full-time, non-exempt, and classified position
Closing Date:	Open Until Filled

The Housing Authority of Maricopa County (HAMC) is seeking highly motivated applicants for the position of IT Technician. Applicants should be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of tasks.

Our Mission

The mission of the Housing Authority of Maricopa County is to improve the quality of life of families and strengthen communities by developing and sustaining affordable housing programs; and to become a leading housing authority by exemplifying best practices, offering innovative affordable housing programs, and expanding accessibility throughout Maricopa County.

Our Vision

We dedicate ourselves to creating and sustaining an environment where every Maricopa County family has an opportunity to obtain safe, affordable housing, which provides an environment to raise a well-rounded, strong, and healthy family.

Full job description:

The Desktop Support Technician will support a multitude of IT related issues that range from desktops, laptops, network, telecom, video conferencing, VoIP, mobility and server or infrastructure problems. The position supports the IT Administrator to diagnose, resolve, and respond to IT incidents.

Responsibilities:

The Desktop Support Technician provides end-user support and installs/maintains personal computer hardware and software utilizing hands-on and remote resolution capabilities to ensure the efficient and successful operations of the Housing Authority of Maricopa County business, while following all IT and Security standards and practices. The Desktop Support Technician will work closely with the IT Administrator, internal business departments, and external entities.

Essential Job Functions:

- Computer setup and deployment.
- Basic Active Directory Users Administration
- Office 365 support in a hybrid Active Directory environment.
- Hardware Support – Resolve issues related to PC's and peripheral hardware, Printers, Scanners, Telephones, Cell Phones, etc.
- Software Support – Installation, maintenance, and troubleshooting of Microsoft Office Applications, Windows 10/11, Anti-Virus and email security applications, and other miscellaneous software.
- Maintain accurate up to date hardware inventories – Laptops, PC's, Monitors, Telephones, etc.
- Provide high quality, service focused support, in person, by phone or email with both onsite and remote end users.
- Troubleshoot problem areas in a timely and accurate fashion and provide end-user assistance where required.

- Troubleshoot and resolve complex issues and work with other teams to identify root causes and resolution.
- Follow up with customers to ensure their technological needs are being met and issues are resolved.
- Install, diagnose, repair, maintain and upgrade all PC hardware and equipment to ensure optimal workstation performance.
- Provide desktop/laptop break/fix/maintenance support.
- Provide support to growing mobility platforms (iOS, Android, MacOS and Windows based platforms)
- Document incidents, problems, and requests in a ticketing system.
- Ensures detailed work notes are documented with every ticket.
- Escalate critical incidents to Management as needed.
- Perform regular stockroom audits to assist with IT Asset Management
- Day-to-day-operational activities associated with issuing and receiving IT hardware.
- Work independently while simultaneously being a collaborative team member striving for team success.
- Follow standard operating procedures around process and documentation.
- Travel required to HAMC offices within Maricopa County.
- Keeps current with market trends and demands.
- Performs other functionally related duties as assigned.

Education, Experience, Certifications and Licenses:

- Associates degree: proven industry experience will be acceptable in lieu of degree.
- 2-3 years of experience in IT Desktop Support with a focus on end user-facing services
- Experience with Windows 11
- Knowledgeable in Microsoft Office Applications, such as Excel, Word, Outlook (or similar)
- Strong analytical skills used to resolve IT problems.
- Strong communication skills, both written and oral
- Self-motivated, detailed-oriented, energetic, and able to work independently and as part of a team.
- Must possess excellent interpersonal and organizational skills.
- Must be able to multi-task and work independently.
- Networking and/or A+ Certification a plus
- Hands on experience with Adobe Acrobat, VPN Clients, Cisco Jabber
- Troubleshoot and installation of Laptops/PC, printers, and copiers.
- Experience working with Active Directory
- Basic Networking (TCP/IP)
- Cisco Phones and Soft Phones
- Microsoft MCP (Microsoft Certifications)

Filing Process

As part of the job application process your completed [online](#) application must be completed to be considered for the position at <https://maricopahousing.org>. If you need assistance completing your application, please contact Human Resources, careers@maricopahousing.org.

Equal Employment Opportunity

It is the policy of the Housing Authority not to discriminate in employment or the provision of services. HAMC is an Equal Opportunity Employer. HAMC Human Resources provides reasonable accommodation in the application and/or testing process to eligible individuals requesting assistance under the Americans with Disabilities Act. Please contact the Human Resources at 602-744-4500 if you require assistance.