



Desktop Support Technician

Founded in 1901, the Northern California Golf Association is one of the largest regional golf associations in the United States, with more than 150,000 individual members who belong to more than 1,200 members clubs throughout Northern California and into Nevada. Its mission statement is “to support and promote the game of golf”. Among other services, the NCGA provides its members with official handicap indexes, owns and operates two golf courses (Poppy Hills and Poppy RidgePHI), annually conducts more than 50 championships and over 500 days of competitive golf for all abilities, sponsors casual golf outings, travel, and special events, publishes NCGA Golf magazine, secures exclusive member discounts, and created and is expanding the Youth on Course (YOC) Foundation.

DESKTOP SUPPORT TECHNICIAN

Availability: Immediately

Position: Part Time

Status: Hourly

Reports to: Information Technology

Member: Information Technology Team

Desktop Support Technician Job Description

We are looking to hire a skilled desktop support technician to assist our staff, golf courses and clubs with computer hardware and software issues. You will be required to work on-site or via remote connection and assist with hardware installations, software upgrades, systems integrations, and basic IT-related issues.

To ensure success as a desktop support technician, you should have extensive knowledge of home and office systems, good problem-solving skills, and high-level interpersonal skills. A top-class desktop support technician provides fast and effective support for clients experiencing basic hardware and software issues.

Desktop Support Technician Responsibilities:

- Responding to staff/client support requests.
- Contacting clients to find out the nature of the problem.
- Traveling to the client’s location or connecting via a remote link.
- Troubleshooting hardware and software issues.
- Installing and maintaining hardware and computer peripherals.
- Installing and upgrading operating systems and computer software.
- Troubleshooting networking and connection issues.
- Advising on software or hardware upgrades.
- Providing basic training in computer operation and management.
- Completing job reports and ordering supplies.
- Work in a team environment supporting multiple ongoing projects