



**Job Title:** Desktop Support Technician  
**Reports To:** Desktop Support Technician Manager / IT Operations Manager  
**Department:** Information Technology  
**Location:** Oxnard, CA

We've grown to become the world's leader in producing, distributing and marketing fresh Hass avocados. As a vertically integrated company, our total focus is avocados. We provide customers all over the world with the complete package—year-round supply, global availability and value-added services.

Our partners are passionate and experienced growers from the most ideal avocado growing regions in the world. To supply customers with the world's finest avocados, we operate packing facilities in five countries and own eight regional ripening centers in North America. Our distribution centers and transportation capabilities ensure peak eating-quality avocados from the tree to the customer. And when it comes to food safety, we adhere to the Good Agricultural Practices (GAP) program and Good Harvesting Practices (GHP). We proudly share responsibility with our growers to ensure total satisfaction for our customers.

### **Job Summary**

The Desktop Support Technician requires excellent customer service and organizational skills. The individual will promote a positive work environment by maintaining respectful interactions with all employees, vendors and partners. They will provide quality telephone and in-person end user desktop support at the highest level, including analysis and resolution of hardware and software related issues, maintenance, upgrades, configuration, and installation of laptop, mobile devices and desktop systems.

### **Essential Duties & Responsibilities**

- ❖ Assists with providing problem resolution, analysis, specifications and configurations, coordination, testing, and installation of computer/mobile device-based software, peripherals, local area networks (LAN) and other peripheral equipment.
- ❖ Assists in the maintenance of asset control and adherence to departmental/system policy directives and maintains the highest level of data security.
- ❖ Provides first level problem resolution for enterprise computer/mobile device hardware, handheld devices, operating system software, application programs, peripheral equipment, server and LAN interfaces.
- ❖ Applies system expertise, skills, and knowledge effectively in solving desktop workstation and personal computer, associated equipment, and network connectivity technical problems throughout the company user community.
- ❖ Works with other Desktop Support staff, Network Admins, application developers and IT personnel to resolve technical issues as required.
- ❖ Works with other IT team members to provide timely support services to the user and receive, log-in, document, and close-out trouble calls using the helpdesk service system.

- ❖ Assists with analyzing, defining specifications, configuring, coordinating, installing, repairing and testing computer/mobile devices, and peripheral equipment.

### **Minimum Qualifications & Requirements**

- ❖ Minimum of associates degree or equivalent combination of work experience, education and training.
- ❖ Excellent communication, time management and problem-solving skills.
- ❖ Experience with desktops, laptops, peripherals, Win 7/8/10, Microsoft Office 365, Antivirus, VOIP phones, mobile devices, remote assistance and VPN client software.
- ❖ Must be able to work on-call and occasionally outside normal business hours according to business needs.

### **Preferred Qualifications**

- ❖ Basic knowledge of Windows Server and Active Directory roles and features.
- ❖ Comp TIA A+, Network + or Microsoft MCP certification highly desired.
- ❖ Basic understanding of switches, routers and TCP/IP networking.
- ❖ Experience with Apple OS environment.
- ❖ Bilingual in Spanish a plus.