



AVOCADO THE WORLD'S MOST ADVANCED NETWORK



JOB TITLE : **DESKTOP SUPPORT TECHNICIAN**
REPORTS TO : **SR. NETWORK ADMINISTRATOR & IT SERVICE MGR**
DEPARTMENT : **INFORMATION TECHNOLOGY**
LOCATION : **OXNARD, CALIFORNIA**

We've grown to become the global leader in producing, sourcing, distributing and marketing fresh Hass avocados. As a vertically integrated and public company, we are focused on avocados and mangos. We provide customers in over 25 countries with the complete package—year-round supply, global availability, and value-added services.

Our partners are passionate and experienced growers from the most ideal growing regions in the world. To supply customers with the world's finest, we operate packing facilities in five countries and own 12 regional ripening centers worldwide. Our distribution centers and transportation capabilities ensure peak eating-quality 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 IT related work experience, education and training
- Excellent communication, time management and problem-solving skills
- Experience with desktops, laptops, peripherals, Microsoft Windows 7/10, 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
- Experience with supporting Windows Operating Systems in an enterprise environment
- Comp TIA A+, Network + or Microsoft MCP certification highly desired
- Basic understanding of TCP/IP and networking concepts
- Experience with Apple OS environment
- Ability to work in a warehouse environment with coolers
- Bilingual in Spanish a plus

