



AVOCADO THE WORLD'S MOST ADVANCED NETWORK



JOB TITLE: **DESKTOP SUPPORT TECHNICIAN**
REPORTS TO : **DIRECTOR OF IT OPERATIONS**
DEPARTMENT : **IT**
LOCATION : **OXNARD, CA**

Mission Produce is the largest global supplier of the world's finest avocados. For over 35 years we have invested in people, state-of-the-art technology and avocado-specific infrastructure to expertly serve our customers, growers and partners. Throughout our history we have remained rooted in honesty, respect and loyalty.

Mission Produce owns and operates state-of-the-art avocado packing facilities in multiple global locations including California, Mexico and Peru. In addition, our global distribution network includes 11 forward distribution centers in North America, China and Europe. Over the past 35 years, Mission has become recognized as the leader in the worldwide avocado business.

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.
- Bilingual in Spanish a plus.

