



The Broward Center for the Performing Arts is looking to hire a Desktop Support Technician to join its IT team supporting several sites around South Florida. Our ideal candidate is one who is passionate about technology and enjoys a challenging, fast-paced environment. The Broward Center IT Dept is a small, close-knit team where we thrive on providing stellar support for our users. If this sounds like you, we encourage you to apply.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide technical support for desktop systems and peripherals.
- Provide appropriate network access to new employees.
- Support, configure and maintain software and OS upgrades within desktop environment.
- Recommend desktop and infrastructure upgrades as required.
- Responsible for desktop related Help Desk queue and resolution of tickets that are opened.
- Will utilize professional interactions, effective communication, to develop positive productive relationships both internally and externally.
- Work with supervisor to set and work towards professional and personal goals and actively engage in the Performance Appraisal process.
- Maintain ongoing communication with the Director of Infrastructure regarding the development of the Desktop Support position.
- Assist Systems Administrator in daily network operations when requested.
- Complete additional responsibilities as assigned.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Working knowledge of Windows 7/10, Office365, DHCP, DNS.
- Able to communicate effectively, both verbal and written, in English.
- Able to quickly learn new technologies and adapt to changing environments.
- Able to work effectively and positively with others.

#### **REQUIRED EDUCATION AND EXPERIENCE**

- Associate Degree or Higher or any equivalent combination of training and experience.
- 1-2 years experience in supporting common desktop PC hardware and software.
- 1-2 years experience in tech support in Microsoft network environment.

If you are interested in this opportunity, please send your resume and salary requirements to [dstsearch@browardcenter.org](mailto:dstsearch@browardcenter.org).