

# HELP DESK COORDINATOR

## JOB DESCRIPTION

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Position Type: Full time exempt  
Position Level: Coordinator  
Functions: Operations

### ABOUT NO MORE EMPTY POTS

No More Empty Pots (NMEP) is a grassroots non-profit corporation that connects individuals and groups to improve self-sufficiency, regional food security and economic resilience of urban and rural communities through advocacy and action. No More Empty Pots' vision is to support communities in becoming self-sufficient and food secure through collaboration and adhering to core values of education, stewardship, and sustainability.

### ABOUT OUR CULTURE

All candidates for NMEP positions are evaluated on “get it,” “want it,” and “capacity to do it,” and the values: forward thinking, arable & adaptable, innovative & solution oriented, people centered & trustworthy, and dedicated. All candidates must have the ability to accept challenges, ability to prioritize, ability to problem solve, versatility in applying knowledge and skills, commitment to NMEP' mission, and dedication to reducing structural inequities. All NMEP staff are expected to prioritize people and a focus on relationships while maintaining high standards of program delivery and using sustainable budgeting and time management practices.

### POSITION DESCRIPTION

NMEP is seeking applications for a Help Desk Coordinator. This role is responsible for the day to day operational activities of help-desk support, network administration, tech equipment tracking, distribution, installation, and maintenance. This position reports to the COO.

Candidates for the Help Desk Coordinator position should resonate or identify with the following qualities and traits:

- Be very detail oriented
- Ability to effectively and proactively communicate internally and externally
- Positive mindset that sees opportunities in diverse experiences
- Be detail oriented and deadline driven
- Passion for doing work driven by community need
- Self-starting while working independently and proactively
- Motivation for taking on challenges and solving problems
- Drive to take individual ownership of and expand upon job duties
- Confidence to ask questions and take calculated risks

### 90% HELP DESK SUPPORT

- Support onboarding by assigning, distributing, installing and tracking equipment and accounts to include but not limited to; Key cards, GSuite Applications, email account(s), device management accounts, computer logins, computer applications, Litmos and “project management tool”
- Inventory, manage and maintain tech equipment to include but not limited to; a/v equipment, printers/copiers, cell phones, and computers
- Work with IT contractor to troubleshoot and solve escalated issues
- Assist with the troubleshooting, installation, and implementation of systems
- Coordinate with vendors for routine maintenance and repair of equipment and systems
- Stay up to date with software updates and important roll outs
- Provide training to staff around IT related software and equipment
- Monitor “ticketing system” to track and resolve IT-related issues
- Support staff with basic troubleshooting of IT-related problems in a responsive and service-oriented manner
- Uphold security standards and maintaining compliance levels in regards to computer access, building access and security

### 10% ADMINISTRATIVE

- Attend supervision and team meetings
- Respond to email and all communications in a timely manner
- Attend professional development training/workshops
- Follow company policies, to include financial policies by managing and submitting financial

documents including receipts, requisitions, invoices, and other sensitive documents

## **OTHER DUTIES AS ASSIGNED**

- Other duties as assigned

## **REQUIRED SKILLS, QUALITIES, AND EXPERIENCE**

- At least 2-4 years of experience in technical support, providing support to customers over multiple platforms, i.e., email, web and telephone
- 3+ years of experience in support and troubleshooting Windows & Mac OS platforms (Mac OSX 10.7+, Windows 7 or above) including mobile devices running Apple iOS & Android mobile operating systems
- Proficient understanding and use of internet platforms such as search engines, payment systems, operating systems, desktops, laptops, printers and other peripherals,
- Working knowledge of Audio Visual technologies such as smart TVs, projectors, HDMI, bluetooth technologies, speakers, and monitors
- Familiarity with incident management software or ticketing systems/processes, such as ClickUp
- Must have high attention to detail and strong customer service skills; both in person and remote
- Must have strong problem solving and organization skills
- Must be an effective listener to anticipate user needs and troubleshoot tech issues, ask probing questions to resolve tech issues and appropriately escalate issues.
- Must be able to manage multiple tasks/projects at one time with a high sense of urgency with accurate responses and escalation resolution
- Experience working in a team environment, including providing input, sharing feedback and knowledge with peers
- Demonstrates strong work ethic by fully completing tasks, quality work and excellent follow through
- Strong communication skills; both verbal and written
- Flexibility to work evenings and weekends as needed
- Ability to work in a fast-paced, high-growth environment
- Must be able to proactively think, plan, and execute resourcefully
- Proficient in project management processes and project management platforms like ClickUp
- Proficiency in Google Suite, internet, Microsoft Office and email

## **PREFERRED SKILLS, QUALITIES, AND EXPERIENCE**

- Written and spoken Spanish language competencies
- Experience and skill to work as part of an interdisciplinary team

## **WORKING CONDITIONS AND PHYSICAL DEMANDS**

- Must be able to travel between multiple worksites
- Constantly operates a computer and other office equipment and supplies
- Frequently moves supplies weighing up to 50 pounds
- Frequently positions self to reach products stored on high or low shelves
- This person constantly communicates with internal and external stakeholders about equipment and technology needs, usage and policies
- This person must be able to work effectively in environments that are often loud, cramped, hot, or cold
- Must be able to discern between acceptable and unacceptable equipment and technology use

## **ADDITIONAL JOB DETAILS**

- Compensation: \$37,400 to \$49,920
- Hours per week: 40
- Reports to: COO

## **TO APPLY**

To be considered for this position, please submit a resume and cover letter to No More Empty Pots at [jobs@nmepomaha.org](mailto:jobs@nmepomaha.org). Be sure to include why this position with No More Empty Pots is a good fit for you.

Black, Indigenous, Latinx and any people of color, LGBTQ+ identities and anyone with marginalized identities are strongly encouraged to apply.

No More Empty Pots does not discriminate based on race, color, ethnicity, national origin, sex, pregnancy, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, marital status, and/or political affiliation in its programs, activities, or employment.