Job Title **I.T. SUPPORT SPECIALIST (PART TIME)**

Reports To: Director of I.T. and Partners
Classification: At-will; Non-Exempt

ABOUT AO:

WE are better together.

Here at AO you're not just a number, you're family. We believe in casual Fridays, company sponsored events, annual holiday parties, picnics, bowling and more. As the host of Toastmasters International, we seek to expand one's confidence in public speaking, leadership and teamwork while providing both professional and personal growth. With collaborative work spaces and driven coworkers AO welcomes creativity, learning, and lasting relationships.

Since its founding in 1974, AO has evolved from a 2 man single office to an award winning full service firm spanning a campus of 5 buildings in Orange and additional offices in San Diego and Santa Clara, an engaged staff of 270+ souls and 12 Studios (Multifamily, Retail, Hospitality, Restaurant, Mixed Use, Office, Industrial, Parking, Landscape, Modular, Science and Technology and Global Design). Just like Historic Old Towne Orange where we are located, AO is family focused, hardworking and built to last. AO believes in the power of relationship. Everything we do is motivated by what it takes to be effective and successful for our clients. We value service, our people, a roll up your sleeves attitude and continuous improvement. If you are young in your career, come grow with us. If experienced, come get better with us. There is no one like you, and there is no place like AO.

A NOTE FROM US:

At AO we are always on the lookout for exceptional talent looking to join our organization. While we are not always hiring, we do like to develop connections with talent and build relationships so that we are able to reach out directly to you when the time is right.

Position Purpose:

To resolve incidents reported in the helpdesk system and fulfill I.T. related requests.

Essential Job Function:

Under the direction of the Director of I.T. and Partner(s) and following Company policies, procedures and applicable federal, state and local laws, codes and regulations, the I.T. Support Specialist is responsible for managing efforts and functionality of the I.T. helpdesk system in the organization, and also assist the Director of I.T. and Network Administrator on other I.T. duties.

Duties & Responsibilities:

In compliance with Company policies, procedures, standards, guidelines as well as applicable federal, state, and local law, codes and regulations, the I.T. Support Specialist shall perform the following:

Networking / Computer Systems:

- Performing computer imaging and preparation
- Independent software and hardware troubleshooting of Windows based machines

Help Desk Administration:

- Manage help desk requests and escalate issues as necessary
- Coordinate with employees on their I.T. needs, including troubleshoot of computer issues

Asset Management:

- Maintain an active inventory of network / portable devices
- Maintain an active archive system of intellectual property

Duties and responsibilities may be added, deleted, modified or changed at any time at the company's discretion. Changes may be made formally, informally either verbally or in writing.

Education/Experience/Licensure:

- Minimum 1 year of experience in helpdesk support system in an organization

Skills and Abilities:

- Experience with Active Directory for account management
- Ability to simultaneously handle several tasks, prioritize and plan effectively
- Ability to communicate and coordinate effectively with other staff concerning designated tasks
- Proficiency in administration and management of information technology resources

Work Environment:

There are no unusual work environment characteristics required in terms of those an employee encounters while performing the essential functions of the job, including heat or cold, work locations, chemicals or toxic substances. There is moderate business office noise only. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements:

- Stand or walk 70% and sit 30% of the time
- Lift or exert up to 20 lbs
- Talking and hearing are required
- Must be able to use hands to finger, handle or feel items up to 2/3 of the time
- Must be able to reach with hands and arms up to 1/3 of the time

HOW TO SUBMIT YOUR RESUME:

Please apply directly through our Website at www.aoarchitects.com