



## Help Desk Support Technician

KVCAP has an exciting opportunity at our main office building in Waterville for a full time Help Desk Support Technician. This is an entry level position and will be responsible for providing IT support to KVCAP programs at our various locations through the help desk using phone, email, chat, and in person communication. The Help Desk Support Technician is the first point of contact for all employees seeking IT assistance.

### Responsibilities

- Troubleshoot hardware and software issues and provide basic technical support at the network level, including WAN and LAN connectivity, routers, firewalls, remote access solution implementation and support.
- Assist users accessing KVCAP secure sites, remote desktop, and virtual desktop apps.
- Maintain communication with KVCAP employees regarding incident resolution progress, impending changes, and agreed outages.
- Assist IT team with system documentation, maintenance, inventory logs, and other support tasks as needed.
- Set up new users, including new equipment set up, as needed.
- Perform other reasonably related duties as assigned.

### Requirements

- High school diploma or equivalent.
- Two years' experience in a related field or equivalent training.
- Knowledge of Microsoft Windows 10 (and above), networking, common PC hardware, and Microsoft server products including MS Server 2019 and above.
- Ability to troubleshoot software and hardware problems.
- Familiarity with cellular phones, smart phones, Android and Apple products.
- Ability to pass State Bureau of Investigation, DMV, DHHS, Fraud, and National Sex Offender Registry background checks.
- Valid driver's license and use of a vehicle insured to State of Maine requirements.
- Proof of Covid-19 vaccination required.

### Benefits

- 13 Paid Holidays
- Generous Bi-Weekly accrual of PTO
- Choices of Health, Dental, Vision, Life, and Disability Insurance
- Employer Sponsored Retirement Plan

Applications accepted until a suitable candidate is found. Interested applicants should submit a resume to:

Human Resources  
Kennebec Valley Community Action Program  
101 Water Street  
Waterville, ME 04901  
E-mail: [roakes@kvcap.org](mailto:roakes@kvcap.org)  
Equal Opportunity Employer